PreSort Letters

Including Promo Post and Charity Mail

Service guide – January 2022

Australia Post

mailpresentation@auspost.com.au

auspost.com.au/presort

13 11 18

Australia Post
PreSort Letters
PO Box 1030
STRAWBERRY HILLS NSW 2012

Delivery timeframes for Priority letters

We are endeavouring to deliver according to the Priority letters delivery timetable as best we can while subject to ongoing challenges due to the COVID pandemic, including the reduction in domestic flights available to carry mail, temporary closures of some facilities when required, and precautionary self-isolation of our team members in accordance with state regulations.

Further information on how we're reducing delays, along with current issues affecting our networks, can be found at **auspost.com.au/service-updates**.

Disclaimer

This guide presents the PreSort Letters service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Post Office.

The following trade marks (registered or unregistered), including any associated logos, are the property of Australian Postal Corporation: Unaddressed Mail; Acquisition Mail; Print Post; Charity Mail; PreSort Letters; Promo Post; Clean Mail; Reply Paid; Domestic letter with tracking Imprint; Registered Post Imprint.
All rights reserved.

- Do you lodge 300 or more articles at a time?
- Do you have the facility to barcode your mail?
- Are you looking for creative freedom with your mail?
- Are you interested in tracking the results of your mail out?
- **Then PreSort Letters may be for you!**

Contents

Contacts for PreSort Letters enquiries ..... front

Bulk mail services compared 4

What's in the guide? 6

1. PreSort Letters basics 7

1.1 What is PreSort Letters? 7

1.2 Why use PreSort Letters? 7

1.3 What qualifies for PreSort Letters? 7
Aggregated lodgements

1.4 How to apply 8

1.5 Preparation basics 9
Article size, weight and type requirements; Correct addressing requirements and barcoding; Adding logos, advertising and other printing

1.6 Lodgement basics 11

1.7 Delivery timetables 12

1.8 What will it cost? 13
Prices for plastic wrapped articles; Conditions for same state prices

1.9 Summary checklist 14

2. PreSort Letters preparation 15

2.1 Preparation overview 15

2.2 Article characteristics 16
Article size and weight; Article type; Paper stock; Plastic wrapping; Sealing of articles; Article flexibility and spine

2.3 Article layout and zones 21

2.4 Postage zone 21
Postage Paid Imprint; Personalised Postage Paid Imprint; Postage meter mark; Colour of postage zone inscriptions

2.5 Return address zone 24

2.6 Barcode and delivery address zone 25
Small and Small Plus articles; Large articles (landscape layout); Large articles (portrait layout); Address layout; Address fonts and colours

2.7 Barcoding 29
Obtaining the DPID for each address; Barcode location; Barcode clear zone; Customer appended information in barcodes; Address Matching Approval System (AMAS); Unbarcoded articles

2.8 Adding logos, advertising and other printing 31

2.9 Non-compliance 31

2.10 Testing 31

2.11 Summary checklist 32

3. PreSort Letters lodgement 33

3.1 Lodgement overview 33

3.2 Applying for PreSort Letters 35

3.3 First lodgement 35

3.4 Sort categories ... 35
Barcode Sort Plan (BSP)
3.5 Preparation of letter trays ... 37
State separation of Residue trays and Unbarcoded trays
3.6 Completing tray labels ... 38
Preprinted tray labels; Labelling software; How to affix tray labels to letter trays
3.7 Preparing a small volume lodgement ... 40
3.8 Lodgement of articles ... 40
Lodgement documents; AMAS Address Matching Processing Summary Report; Supporting document; Where and when to lodge; Interconnect option; Lodgement in ULDs
3.9 Summary checklist ... 45

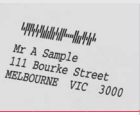
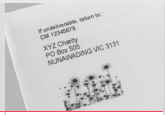
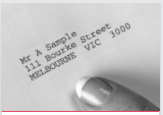
4. Promo Post ... 46
4.1 What is Promo Post? ... 46
4.2 Why use Promo Post? ... 46
4.3 What qualifies for Promo Post? ... 46
4.4 How to apply ... 46
4.5 Preparation basics ... 46
Article size, weight and type requirements; Correct addressing requirements and barcoding
4.6 Lodgement basics ... 48
Lodgement documentation; Where and when to lodge
4.7 Delivery timetables ... 48
4.8 What will it cost? ... 49
4.9 Summary checklist ... 49

5. Charity Mail ... 50
5.1 What is Charity Mail? ... 50
5.2 Why use Charity Mail? ... 50
5.3 What qualifies for Charity Mail? ... 50
Examples of eligible mailings; Examples of ineligible mailings
5.4 How to apply ... 51
Period of approval; Charity Mail Approval Number
5.5 Preparation basics ... 52
Article size, weight and type requirements; Correct addressing requirements and barcoding
5.6 Lodgement basics ... 53
5.7 Delivery timetables ... 53
5.8 What will it cost? ... 53
5.9 Summary checklist ... 54

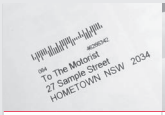
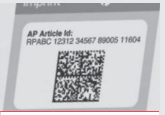
6. Barcoding print specifications ... 55
6.1 The Postal Address File (PAF) ... 55
PAF Incremental Changes File
6.2 Printing the barcode ... 57
Barcode length; Bar dimensions; Barcode skew; Reflectance; Barcode Quality Program

7. PreSort Letters service Terms and Conditions ... 60

Bulk mail services compared

	Print Post	PreSort Letters	Promo Post	Charity Mail	Clean Mail
					
What can this service do for me?	Deliver approved regular publications, eg catalogues, magazines or newsletters	Deliver machine-addressed barcoded and sorted articles	Deliver large volumes of promotional PreSort Letters at a lower price	Allows approved charities to deliver PreSort Letters at a lower price	Deliver machine-addressed articles at a lower price without barcoding or sorting
What size articles can I send?	**Small** / **Large**	**Small** / **Small Plus** / **Large**	**Small** / **Small Plus** / **Large**	**Small** / **Large**	**Small** / **Small Plus**
What weight articles can I send? Pricing steps (g)	**125** / **125, 175, 250, 300, 350, 400, 450, 500, 600, 700, 800, 900, 1kg**	**125** / **125** / **125 250 500**	**125** / **125** / **125 250**	**125** / **125 250**	**125** / **125**
How fast is the delivery?	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Regular**: Same state metro 2–3 days	**Priority**: (Small articles only): Same state metro - next day **Regular**: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days
What is the minimum lodgement volume of articles? Articles must be same size, weight and speed	100	300 barcoded	4,000 barcoded	300 barcoded	300
Do I need to print barcodes?	**Yes**	**Yes**	**Yes**	**Yes**	No
Do I need to sort the articles?	**Yes**	**Yes**	**Yes**	**Yes**	No
Do I need to apply to use this service?	**Yes**	**Yes**	**Yes** PreSort Letters application process	**Yes**	No
How does the cost per article compare? eg Small article, 125g					

For detailed information on pricing, preparing, sorting and lodging your mail please refer to the service's webpage at **auspost.com.au/bulkmail**.

Acquisition Mail	Imprint / Metered	Reply Paid	Unaddressed Mail	Domestic letter with tracking Imprint	Registered Post Imprint
					
Acquire new customers with addressed (non-personalised) articles	Deliver articles for less than Full Rate mail	Make it easy for your customers to respond	Deliver leaflets, catalogues, flyers, etc to a geographic area	Deliver large volumes of tracked articles at a lower rate	Deliver important articles in large volumes with the security of signature on delivery
Small / **Small Plus**	**Small** / **Large**	**Small** / **Large**	**Small** / **Large**	**Small** / **Small Plus** / **Large**	**Small** / **Small Plus** / **Large**
125 / **125**	**250** / **125 250 500**	**125** / **125 250 500**	**50 100** / **50 100**	**125** / **125** / **125 250 500**	**125** / **125** / **125 250 500**
Regular: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Priority**: (PO Box / Bags only): Same state metro - next day **Regular**: Same state metro 2–3 days	1–7 days Must be booked at least 10 days prior	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days	**Priority**: Same state metro - next day **Regular**: Same state metro 2–3 days
No minimum. Rates vary by quantity lodged.	No minimum	No minimum	One suburb, postcode, postal round or local government area	No minimum. (But must send 10,000 per year).	No minimum
< 300 No > 300 **Yes**	No	**Yes** (Preprinted)	N/A	2D required for tracking	2D required for tracking
< 300 No > 300 **Yes**	No	No	**Yes**	**Yes**	**Yes**
Yes Via Campaign Targeter	Requires a postage meter or Australia Post Account	**Yes**	**Yes** >14 days before delivery week	**Yes**	**Yes**
				Refer to service guide	**Refer to service guide**

What's in the guide?

This guide is written to provide ease of reference within three simple sections: PreSort Letters basics, PreSort Letters preparation and PreSort Letters lodgement.

In addition, there are specialised sections for Promo Post, Charity Mail and barcoding specifications.

Section 1 – PreSort Letters basics

This is essential reading and should be read first, as it covers the service at a glance, including features and benefits. This section provides you with a brief overview of the service and enough knowledge to ensure the correct solution has been selected for your mailing needs. You can then progress to the more detailed sections of PreSort Letters preparation and PreSort Letters lodgement.

Section 2 – PreSort Letters preparation

This section provides the detail required to prepare articles ready for lodgement. It covers areas such as size and weight, article type, paper stock and plastic wrapping, through to barcoding, inscriptions, layout and addressing requirements. This section equips you with all you need to know in order to correctly prepare your PreSort Letters articles.

Section 3 – PreSort Letters lodgement

This section provides the detail required to lodge articles. It covers areas such as choosing sort categories, how to prepare letter trays and completing and affixing tray labels, through to lodgement documentation and where to lodge articles. This section equips you with all you need to know in order to successfully lodge your PreSort Letters articles.

Section 4 – Promo Post

This section is essential reading for businesses that wish to use the Promo Post service for promotional mailings. It covers areas such as features and benefits, what you need to qualify for Promo Post and how to apply, through to article requirements at a glance. Because Promo Post must meet the conditions of the PreSort Letters service, you then need to progress to the more detailed sections of PreSort Letters preparation and lodgement.

Section 5 – Charity Mail

This section is essential reading for organisations that wish to use the Charity Mail service. It covers areas such as features and benefits, what you need to qualify for Charity Mail and how to apply, through to article requirements at a glance. Because Charity Mail must meet the conditions of the PreSort Letters service, you then need to progress to the more detailed sections of PreSort Letters preparation and lodgement.

Section 6 – Barcoding

This section provides detailed information on the AMAS program, the Postal Address File (PAF) and printing the 4-state barcode.

1. PreSort Letters basics

1.1 What is PreSort Letters?

PreSort Letters is an Australia Post service for the delivery of large volumes of barcoded articles to addresses within Australia.

Businesses can use PreSort Letters for direct mail campaigns, the delivery of invoices and statements and invitations to events; almost any mailing requirement.

Barcoding enables benefits and opportunities including data accuracy and cleanliness, and more intelligent and accurate record matching. This can deliver more cost effective database management.

1.2 Why use PreSort Letters?

With PreSort Letters, you can:

- lodge bulk mailings of 300 or more barcoded articles (4,000 minimum for Promo Post)
- maximise the space available for creative artwork
- track and segment results of mailings due to information contained in the barcode
- access lower prices by sorting your articles
- use the Promo Post or Charity Mail service in conjunction with the PreSort Letters service.

In addition, the PreSort Letters service also:

- has access to Post Office Box addresses
- has access to the Redirection service
- allows a postage meter to be used as a payment method
- has the option to arrange your own interstate transport to interconnect with Australia Post's letters service network at designated facilities
- allows the choice of Priority or Regular delivery timetables
- has delivery with daily normal mail by the same professional delivery officers.

1.3 What qualifies for PreSort Letters?

To qualify:

- the minimum quantity is 300 barcoded articles per lodgement
- the maximum weight for articles is 500g
- each lodgement must consist of articles within the same size and weight category.

1.3.1 Aggregated lodgements

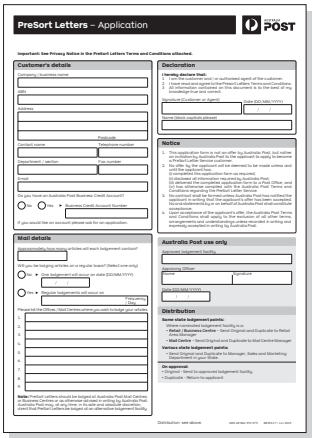
Articles within a lodgement may originate from more than one organisation, providing:

- there is a minimum of 10,000 articles within the same size, weight and price category
- if articles in the lodgement are for mixed delivery timetables (both Priority delivery and Regular delivery), they must be separated by delivery timetable and presented in different trays
- articles in the lodgement belong to the same category (ie; all with or without Promo Post or Charity Mail)
- payment is made by postage meter or an alternate reconciliation process approved by Australia Post. To apply for approval of an alternate reconciliation process for aggregated lodgements, discuss with your account manager, or the contacts listed at the front of this guide.

1.4 How to apply

You need to apply to use the service before you make your first lodgement so that lodgement facilities can be nominated.

The *PreSort Letters Application* (8835117) is available at all Post Offices or can be downloaded from **auspost.com.au/presort**.



PreSort Letters – Application

AUSTRALIA POST

Important: See Privacy Notice in the PreSort Letters Terms and Conditions attached.

Customer's details

Company / business name

ABN

Address

Postcode

Contact name | Telephone number

Department / section | Fax number

Email

Do you have an Australia Post Business Credit Account?

☐ No ☐ Yes ▸ Business Credit Account Number

If you would like an account please ask for an application.

Mail details

Approximately how many articles will each lodgement contain?

Will you be lodging articles on a regular basis? (Select one only)

☐ No ▸ Use lodgement will occur on date (DD/MM/YYYY)

☐ Yes ▸ Regular lodgements will occur on

Frequency / Day

Please list the Drop / Mail Centres where you can lodge your articles.

1.
2.
3.
4.
5.
6.
7.
8.

Note: PreSort Letters should be lodged at Australia Post Mail Centres or Business Centres or as otherwise advised in writing by Australia Post. Australia Post reserves the right to refuse any lodgement that does not meet Post PreSort Letters be lodged at an alternative lodgement facility.

Declaration

I hereby declare that:

1. I am the customer and / or authorised agent of the customer.
2. I have read and understand the PreSort Letters Terms and Conditions.
3. All information contained on this document is to the best of my knowledge true and correct.

Customer or Agent

Date (DD/MM/YYYY)

Name (block capitals please)

Notice

1. This application form is not an offer by Australia Post, but rather an invitation by Australia Post to the applicant to apply to become a PreSort Letter Service customer.
2. The PreSort Letter Service will be deemed to be made unless and until the applicant has:
   (i) completed this application form as required;
   (ii) disclosed all information required by Australia Post;
   (iii) received written confirmation from Australia Post Office; and
   (iv) has otherwise complied with the Australia Post Terms and Conditions regarding the PreSort Letter Service.
3. Australia Post will not be bound unless Australia Post has notified the applicant in writing that the applicant's offer has been accepted. Neither a statement by or on behalf of Australia Post shall constitute such notification.
4. Upon acceptance of the applicant's offer, the Australia Post Terms and Conditions shall apply to the exclusion of all other terms and conditions (save as specifically agreed to in writing and expressly acceded to in writing by Australia Post.

Australia Post use only

Approved lodgement facility

Approving Officer

Name | Signature

Date (DD/MM/YYYY)

Distribution

Some state lodgement points:

- Where nominated lodgement facility is a:
- **Retail / Business Centre** – Send Original and Duplicate to Retail / Business Centre Manager
- **Mail Centre** – Send Original and Duplicate to Mail Centre Manager

Various state lodgement points:

- Send Original and Duplicate to Manager, Sales and Marketing Department in your State

On approval:

- Original – Send to approved lodgement facility
- Duplicate – Return to applicant

Distribution: see above

→ See section 3.2

1.5 Preparation basics

Information in this section is designed to provide an overview of article preparation. More detailed information can be found in the PreSort Letters preparation section.

1.5.1 Article size, weight and type requirements

PreSort Letters is available for *Small*, *Small Plus* and *Large* size categories. All articles in a lodgement must be within the same size and weight category.

Articles can weigh up to 500 grams.

	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)
Accepted services	• PreSort Letters • Promo Post • Charity Mail	• PreSort Letters • Promo Post	• PreSort Letters • Promo Post (up to 250g) • Charity Mail (up to 250g)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

Articles can be envelopes, postcards or plastic wrapped.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents when determining the article size for charging purposes. See section 1.8.1 for details on how charges are determined.

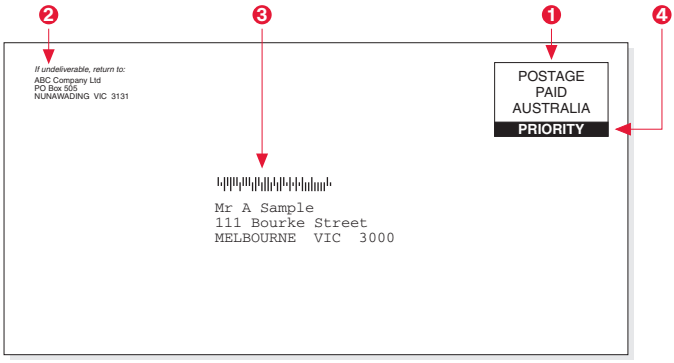
→ See section 2.2

1.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

1. the Postage Paid Imprint (unless a postage meter is used)
2. the return address, preferred here or on the back
3. a barcode, and a delivery address that observes correct addressing conditions
4. the Priority delivery indicator, if this delivery timetable is selected.



→ See section 2.3

AMAS Certified barcode software

Australia Post certifies barcode software through its *Address Matching Approval System* (AMAS) program. The certified software contains a copy of Australia Post's *Postal Address File* (PAF). A list of the companies that have developed AMAS approved software, and been granted a licence to supply address-matching and correction software can be located at **auspost.com.au/amas**.

The PAF is one of the most comprehensive address reference databases in Australia. It contains Australian addresses in a correct address format, along with their corresponding *DPIDs* (Delivery Point Identifiers). Each DPID is a randomly generated, unique 8-digit number, which is associated with an address.

It is a condition of the service that current AMAS certified software is used to match:

1. each delivery address in a PreSort Letters lodgement ...
2. to its correct DPID (8-digit Delivery Point Identifier) ...
3. and print this on the article as a correctly formatted barcode.

→ See section 2.7 and section 6

1.5.3 Adding logos, advertising and other printing

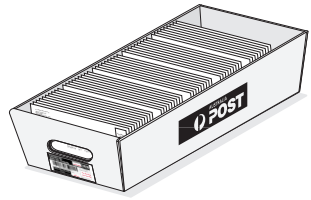
Any logos, advertising and other printing must follow the requirements for clear zone areas on the article.

→ See section 2.6 and section 2.8

1.6 Lodgement basics

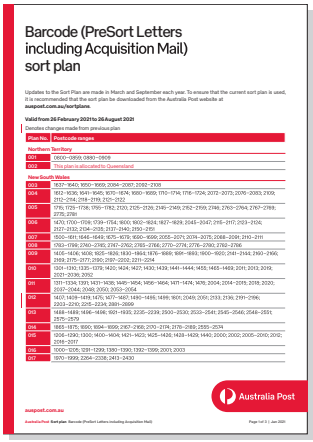
Information in this section is designed to provide an overview of lodgement. More detailed information can be found in the PreSort Letters lodgement section.

You have the choice to sort articles into three sort categories. Regardless of the category, all articles of the same delivery timetable must be placed into correctly labelled Australia Post letter trays. Both trays and labels can be supplied by Australia Post.



The three sort categories are:

Sort category	Description
Direct trays	Barcoded articles in separate trays according to the Barcode Sort Plan of postcode ranges which can be found at **auspost.com.au/sortplans**. The minimum quantity is 300 articles (or 4kg of article weight excluding the tray) per postcode range. Remaining articles become “Residue”.
Residue trays	Where there are insufficient barcoded articles to make a Barcode Direct tray
Unbarcoded trays	For articles that cannot be barcoded



Barcode (PreSort Letters including Acquisition Mail) sort plan

Updates to the Sort Plan are made in March and September each year. To ensure that the current sort plan is used, it is recommended that the sort plan be downloaded from the Australia Post website at **auspost.com.au/sortplans**.

Valid from 26 February 2021 to 26 August 2021

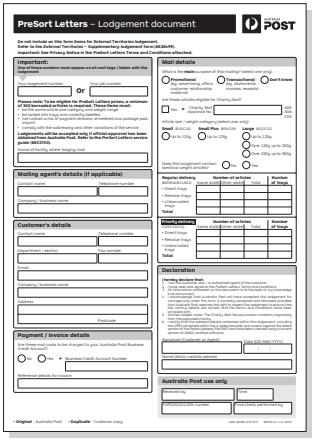
Denotes changes made from previous plan

Plan No.	Postcode ranges
Northern Territory	
001	0800–0809, 0810–0909
002	This plan is allocated to Queensland
New South Wales	
003	1437–1440, 1650–1669, 2064–2067, 2082–2139
004	1612–1635, 1641–1645, 1670–1674, 1680–1689, 1710–1714, 1716–1724, 2072–2073, 2076–2083, 2109, 2112–2114, 2118–2119, 2121–2122
005	1715, 1729–1738, 1759–1782, 2120, 2125–2126, 2140–2146, 2152–2159, 2746, 2763–2764, 2767–2769, 2770, 2781
006	1470, 1700–1708, 1739–1754, 1800, 1802–1824, 1827–1829, 2045–2047, 2115–2117, 2123–2124, 2127–2132, 2134–2135, 2137–2140, 2150–2151
007	1530–1611, 1646–1649, 1675–1679, 1690–1699, 2055–2071, 2074–2075, 2088–2091, 2110–2111
008	1760–1789, 2740–2745, 2747–2762, 2765–2766, 2772–2774, 2778–2780, 2782–2786
009	1466–1468, 1690, 1825–1826, 1830–1864, 1876–1889, 1891–1893, 1900–1920, 2141–2144, 2160–2166, 2169, 2175–2177, 2190, 2197–2202, 2211–2214
010	1309–1310, 1320–1378, 1420, 1424, 1427, 1430, 1438, 1441–1444, 1455, 1465–1468, 2011, 2013, 2019, 2021–2030, 2092
011	1191–1334, 1393, 1401–1439, 1445–1454, 1456–1464, 1471–1474, 1478, 2004, 2014–2015, 2018, 2020, 2037–2044, 2048, 2050, 2053–2054
012	1402, 1409–1416, 1435, 1477–1487, 1490–1496, 1498, 1501, 2049, 2051, 2133, 2136, 2191–2196, 2513–2292, 2295–2234, 2891–2898
013	1488–1489, 1496–1498, 1901–1933, 2235–2238, 2500–2530, 2532–2541, 2545–2546, 2548–2551, 2575–2579
014	1885–1970, 1930, 1934–1935, 2167–2169, 2170–2174, 2176–2189, 2555–2574
015	1306–1310, 1320, 1400–1404, 1421–1423, 1425–1428, 1433–1439, 1440, 2000, 2002, 2005–2010, 2012, 2014–2017
016	1000–1035, 1311–1319, 1380–1390, 1392–1399, 2001, 2003
017	1970–1999, 2264–2338, 2413–2430

Australia Post

auspost.com.au

You need to provide a *PreSort Letters lodgement document* (8835114 – shown below) when lodging articles.



PreSort Letters – Lodgement document

AUSTRALIA POST

Do not include an this form items for External Territories lodgement.
Refer to the External Territories – Supplementary lodgement form (8836499).
Important: See Privacy Notice in the PreSort Letters Terms and Conditions attached.

Important:
One of these numbers must appear on all mail bags / labels with this lodgement:

Your lodgement number | Or | Your job number

Please note: To be eligible for PreSort Letters prices, a minimum of 200 barcoded articles is required. These items must:
- be machine addressed, printed and barcoded to merge
- be sorted into bags and correctly labelled
- be presented in one lot (unpaired stickers, or metered and postage paid separately)
- comply with the addressing and other conditions of the service

Lodgements will be accepted only if official approval has been granted by Australia Post. Refer to the PreSort Letters service guide (8833759).

Name of facility, where lodging mail

Mail details

What is the **main** purpose of this mailing? (select one only)
Promotional (Offers, news & offers, customer relationship material) | Transactional (Invoices, statements, receipts, reminders) | Don't know

Are these articles eligible for Charity Mail?
Yes → Charity Mail Approval No. | No

Article size / weight category (select one only)
Small (B5/C5) Up to 125g | Small Plus (B4/C4) Up to 125g | Large (B3/C3)
Up to 125g | Up to 250g | Over 125g up to 250g | Over 250g up to 500g

Does this lodgement contain oversize weight articles? Yes | No

Mailing agent's details (if applicable)
Contact name | Telephone number
Company / business name

Customer's details
Contact name | Telephone number
Department – section | Fax number
Email
Company / business name
Address
Postcode

Regular delivery (same state / other state)	Number of articles		Total	Number of bags
• Direct bags				
• Residual bags				
• Unbarcoded bags				
Total				

Priority delivery (same state / other state)	Number of articles		Total	Number of bags
• Direct bags				
• Residual bags				
• Unbarcoded bags				
Total				

Payment / invoice details
Are these mail costs to be charged to your Australia Post Business Credit Account?
Yes | No → Business Credit Account Number
Reference details for invoice

Declaration
I hereby declare that:
1. I am the customer and / or authorised agent of the customer.
2. All information entered on this document is to the best of my knowledge and belief correct.
3. I acknowledge that Australia Post will have accepted this lodgement for delivery only on the basis that it complies with the service guide and that Australia Post reserves the right to inspect the lodgement to ensure that it complies with the service guide. If it does not comply, Australia Post may process it as it sees fit.
4. I have read the Terms and Conditions, including the Charity Mail Terms and Conditions, applicable to the lodgement (if any).
5. The articles listed in this document contained within this lodgement, including the QR Code printed within the 2 data barcode, are current against the latest version of DAMA certified software.

Personal Identification (if signing)
Customer's signature | Date (DD/MM/YYYY)
Name (block capitals please)

Australia Post use only
Received by | Time
Number of bags in this lodgement | Total articles counted by

→ Original – Australia Post → Duplicate – Customer copy

→ See section 3

1.7 Delivery timetables

PreSort Letters are delivered with letters and other mail.

Two delivery timetables are available:

- **Priority delivery** – refer to the following timetable (in business days):

For Priority delivery	Same state	Other state
Within metropolitan areas of capital cities or within the same city or town and environs	1 day	—
Between metropolitan areas of capital cities	—	2 days
Between metropolitan areas of capital cities and country locations	2 days	3 days
Between country locations	2 days	4 days

- **Regular delivery** – Add up to two additional business days on top of the Priority timetable.

Large size category articles for the Charity Mail service are only accepted for the Regular delivery timetable.

Promo Post articles are only accepted for the Regular delivery timetable.

To view detailed information for Priority and Regular delivery timetables, visit **auspost.au/presort**.

These timetables are guidelines only and based on reasonable expectations and experience and do not include External Territories and remote areas[1]. Australia Post will not be liable for any loss or damage (including but not limited to consequential loss) resulting from a failure to deliver in accordance with these timetables.

1.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Post Office, or downloaded from **auspost.com.au**.

The prices for PreSort Letters articles vary by size and weight category, the sort category, the destination state and the delivery timetable, as displayed in the following table:

Size category	Weight up to	Priority delivery				Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays	Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state			Same state	Other state		
Small	125g	✓	✓	✓	✓	✓	✓	✓	✓
Small Plus	125g	✓	✓	✓	✓	✓	✓	✓	✓
Large	125g	✓	✓	✓	✓	✓	✓	✓	✓
	250g	✓	✓	✓	✓	✓	✓	✓	✓
	500g	✓	✓	✓	✓	✓	✓	✓	✓

Australia Post provides a variety of payment options. For details, please discuss with your lodgement facility or account manager, or the contacts detailed at the front of this guide.

1.8.1 Prices for plastic wrapped articles

For plastic wrapped articles lodged in Direct trays, articles will be charged at the rates listed in the *Post charges* booklet (8833665) for the product category, according to the size and weight of the articles.

Plastic wrapped articles lodged in Residue trays or Unbarcoded trays will be charged at the Imprint / Metered Mail rates applicable to the article size and weight.

1.8.2 Conditions for same state prices

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan).

For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

1 External Territories: Lord Howe Island 2898, Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151.

1.9 Summary checklist

The key points covered in this section include:

- There must be at least 300 barcoded articles (4,000 for Promo Post).
- PreSort Letters is available for *Small*, *Small Plus* and *Large* size category articles.
- Articles can be plastic wrapped (conditions apply).
- PreSort Letters is available at Priority and Regular delivery timetables. The Regular delivery timetable must be used for all Promo Post articles and for Large size Charity Mail articles.
- Correct addressing conditions may apply.
- AMAS certified software must be used to print the correctly formatted barcode.
- You have the choice to sort articles to three sort categories: *Direct trays*, *Residue* and *Unbarcoded trays*.
- A *PreSort Letters Application* form must be completed before your first lodgement.
- Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.

2. PreSort Letters preparation

2.1 Preparation overview

This section covers in detail all the information you need to prepare your articles.

The list below illustrates the steps to prepare PreSort Letters. Each requirement is covered in detail throughout the section.

1	Check **size and weight** of article matches requirements	2.2.1
2	Check article matches the **type** allowed	2.2.2
3	Follow all guidelines for **plastic wrapping** requirements (if applicable)	2.2.4
4	Check **article layout** addresses all required zones	2.3
5	Check all **inscriptions** are displayed on article	2.4–2.5
6	Follow all **correct addressing** requirements	2.6
7	Check all elements of the **barcoding** process are followed	2.7
You can now prepare to lodge		3

2.2 Article characteristics

2.2.1 Article size and weight

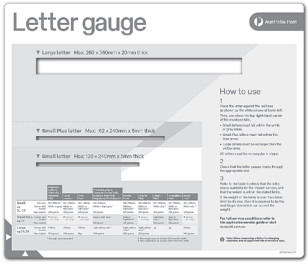
The size categories eligible for the PreSort Letters service are *Small*, *Small Plus* and *Large*. All articles in a lodgement must be within the same size and weight category.

Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.

	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)
Accepted services	• PreSort Letters • Promo Post • Charity Mail	• PreSort Letters • Promo Post	• PreSort Letters • Promo Post (up to 250g) • Charity Mail (up to 250g)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

You can obtain a convenient *Letter gauge* (8833667) from your lodgement facility to assist in measuring articles.

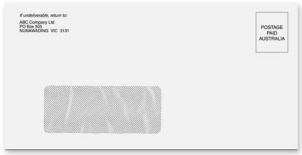


2.2.2 Article type

PreSort Letters articles can be either envelopes or postcards.

Plastic wrapped articles are also accepted (conditions apply).

Window faced envelopes



One of the main requirements of panel envelopes is that they have good clear panels.

However, even very clear panels can cause sorting difficulties if they reflect light to any great extent. Please refer to Section 8 of the *Letter products and services guide* (available from **auspost.com.au**).

The address area visible through the window panel must meet the reflectance requirements contained in Barcoding Specifications, see section 6.2.4 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

- 38mm high × 95mm wide, for Small and Small Plus size articles (up to C5)
- 45mm high × 95mm wide, for Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

2.2.3 Paper stock

Paper stock is an important consideration as it can affect the ability of high speed letter sorting equipment to process articles without damage.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: **http://infostore.saiglobal.com**). For details refer to your paper supplier or envelope manufacturer or visit **auspost.com.au/bulkmail**. See section 2.10 Testing.

Paper stock colour

There are no restrictions on the article colour for envelopes, postcards or plastic wrapped articles and/or flysheets provided the background against which the barcode is printed meets the reflectance requirements contained at Barcoding Print Specifications in section 6.2.4 Reflectance.

2.2.4 Plastic wrapping

Plastic wrapping of articles can provide an alternative to envelopes. If desired, artwork and delivery address details can be printed on a sheet of paper called a flysheet, which is visible through the plastic wrapping.

Plastic wrapped PreSort Letters articles are measured on the “total plastic size”, not the size of the contents.

Plastic envelopes are also considered to be plastic wrapped and are subject to the same conditions.

See section 1.8 for information regarding charging for plastic wrapped articles.

To enable high speed sorting of plastic wrapped articles, the plastic material used must meet specifications. The plastic wrap specifications can be found at **auspost.com.au/plasticwrap**.

Material

Attribute	Specification
Strong enough to avoid tearing	Minimum thickness of the polymer film is 25 microns
Anti-static properties to avoid articles sticking together	Static charge < 2.0kV
A co-efficient of friction at a level to allow the articles to pass through the machine pick off mechanism	Coefficient of friction 0.2–0.5 (medium slip)
Not too glossy (reflects too much light) or hazy to prevent mechanical reading of the address	Gloss value must be 150 gloss units or less when measured at 60 degrees Maximum haze level is 75 per cent

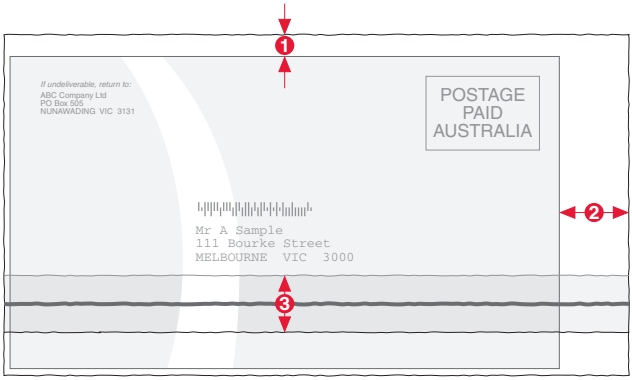
Overhang – maximum limits and presentation

To avoid articles becoming jammed during processing, the plastic wrapping should be as tight as possible in order to prevent excessive movement of the contents, without bending the contents. To avoid jamming, the following limits for plastic overhang apply:

❶ **Height**
- 5mm for Small and Small Plus size articles
- 15mm for Large size articles.

❷ **Length**
- 15mm for Small and Small Plus size articles
- 40mm for Large size articles up to 15mm thick
- 60mm for Large size articles over 15mm thick.

❸ **Presentation**
- Address under the wrapper is clearly visible
- Sealing seam and hem must not obscure the address or barcode even if contents shift.

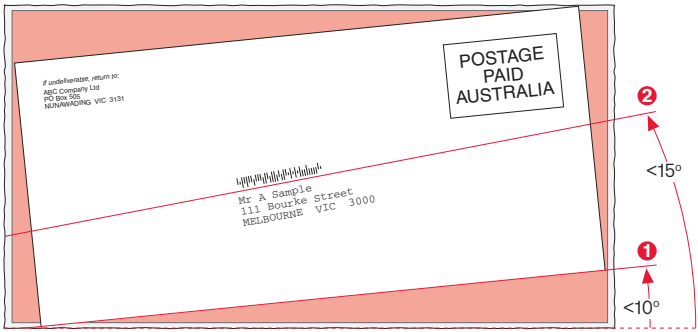


Address sheet skew

When used inside a plastic wrapper, the printed address sheet (or flysheet) must remain straight enough for automatic processing equipment to read it. The flysheet, address block and barcode must not be able to skew (turn obliquely or sideways) within the plastic wrap, as shown in the picture below.

❶ The maximum skew permissible for an address sheet is ± 10 degrees to the article edge, when presented for lodgement.

❷ The combined skew of the address sheet and barcode must not exceed ± 15 degrees to the article edge, when presented for lodgement.



Common problems with plastic wrapping

If plastic wrapping requirements are not strictly followed then the following problems may damage or delay delivery of your articles.

If ...	Then:
An article is declared as one size, but it is actually larger from end to end of plastic wrapping ...	The incorrectly declared size/price point will be charged at the higher rate.
The plastic seam or hem covers any part of the address block or barcode, or the colour of the plastic stops the scanning of the address or barcode ...	The articles cannot be scanned automatically.
The plastic is loose ...	The articles can jam in the processing machines, and may be damaged.
The plastic wrap is not strong enough ...	The plastic or the seam can tear and contents may come out during processing and be lost.
The overhang exceeds the allowable dimensions ...	The articles can jam in the processing machines, and may be damaged.

2.2.5 Sealing of articles

Australia Post recommends each article be secured in a manner which would prevent entrapment of other postal articles. Any opening should not exceed 88mm.

Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are likely to cause injury to staff handling the articles.

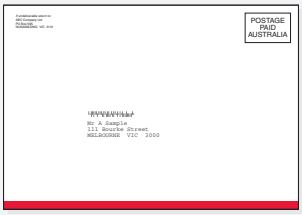
2.2.6 Article flexibility and spine

Small and Small Plus articles must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment.

Small and Small Plus articles that are too rigid or stiff are ineligible for the service (but may be accepted as Large articles). Some examples of prohibited contents includes pencils, pens and items enclosed in a hard case.

Orientation of article spine

Article contents sometimes have a “spine” on one of the long edges where the pages are bound using glue, folding or stapling. If plastic wrapped, the spine of the contents should be oriented as follows:

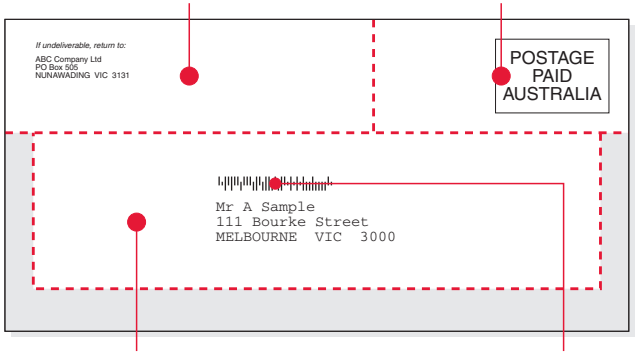
Small and Small Plus articles	Large articles with landscape address format	Large articles with portrait address format
Contents spine is along the edge below the addressing.	Contents spine is along the edge below the addressing.	Contents spine is along the edge to the right of the addressing.
		

2.3 Article layout and zones

PreSort Letters articles are made up of three printing zones.

The following sections detail the dimensions of these zones, and specify the inscriptions to print within them.

Return address zone section 2.5 **Postage zone** section 2.4



Barcode and delivery address zone section 2.6 **Barcode** section 2.7

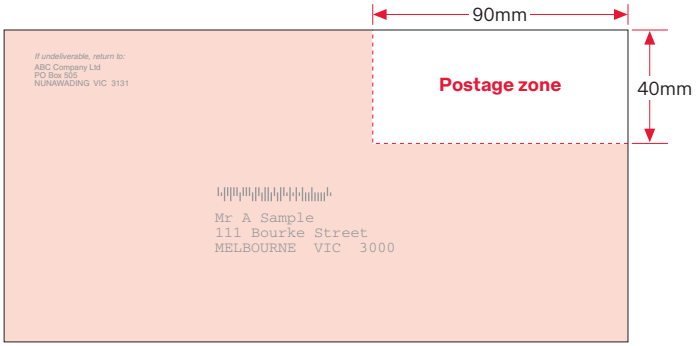
See also, **Adding logos, advertising and other printing** section 2.8.

2.4 Postage zone

The postage zone contains a postage paid imprint or a postage meter mark, and a Priority delivery indicator if the Priority delivery timetable is selected. No other inscriptions are permitted in the postage zone.

Dimensions must be:

- 90mm across from the top right-hand corner of the article
- 40mm down from the top edge of the article.



Variations to these requirements should be submitted for approval. See section 2.10.

2.4.1 Postage Paid Imprint

All articles that are not metered should bear a Postage Paid Imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

- maximum: 26 × 40mm (see illustration)
- minimum: 19 × 25mm.

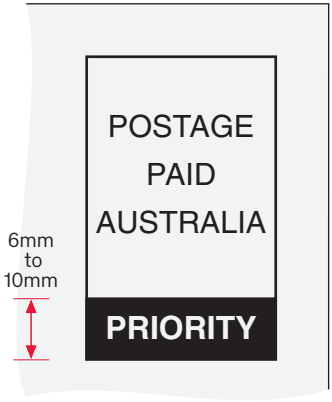
Priority delivery indicator

All articles for which the Priority delivery timetable is selected should include a Priority delivery indicator, located at the bottom of the Postage Paid Imprint.

The word PRIORITY needs to be printed:

- in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size
- in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.

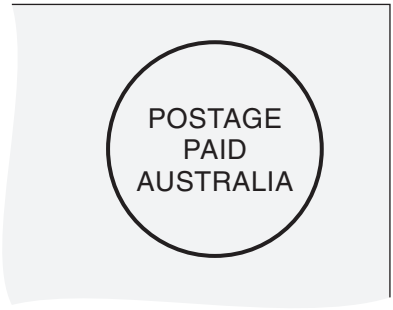
See example illustrations below.



2.4.2 Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustrations).

If the Priority delivery timetable is selected, the Priority delivery indicator must also be prominent at the bottom of the design.



For approval please refer to the contact details at the front of this guide.

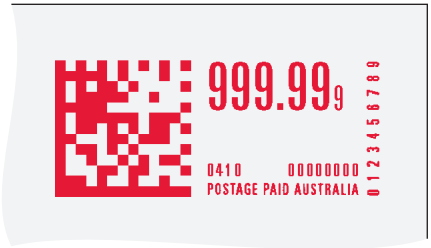
2.4.3 Postage meter mark

A postage meter may be used as a payment method for the PreSort Letters service.

The published price must be printed in the postage zone of each article. If a date is included in the meter mark it must be the date of lodgement.

Return address details appearing in the postage zone as part of a postage meter mark are acceptable.

If the Priority delivery timetable is selected, the word PRIORITY must be prominent.



For additional information on metering, refer to the *Postage Meters Conditions of use* booklet (8833675).

2.4.4 Colour of postage zone inscriptions

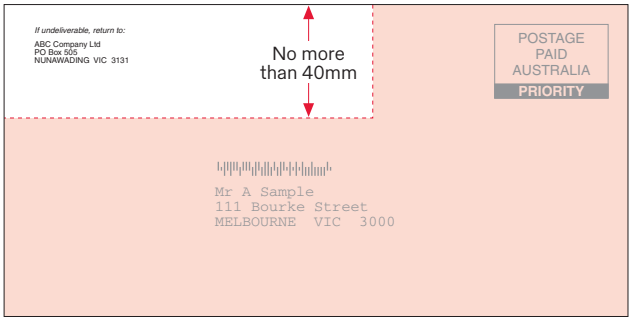
Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

2.5 Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a Post Office Box address is acceptable.

Australia Post recommends return addresses to be:

- on the upper left-hand corner of the address side of the article, no lower than 40mm from the top edge, or on the back of the article
- no larger than 8 point font preferred
- with no bolding.



Return address details appearing in the postage zone as part of a postage meter mark are acceptable.

It is preferred that the return address be prefixed with “If undeliverable, return to:”

If undeliverable, return to:

ABC Company Ltd
PO Box 575
NUNAWADING VIC 3181

Variations to these requirements should be submitted for approval. See section 2.10.

2.6 Barcode and delivery address zone

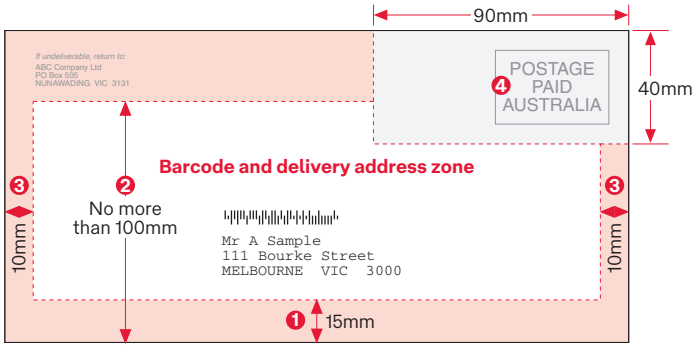
Contains the barcode and address to which the article is to be delivered.

Do not include any address other than the delivery address in the Barcode and delivery address zone.

2.6.1 Small and Small Plus articles

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

1. at least 15mm from the bottom edge of the article
2. no more than 100mm up from the bottom edge of the article
3. at least 10mm from the left and right edges of the article
4. outside of the postage zone.



2.6.2 Large articles (landscape layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

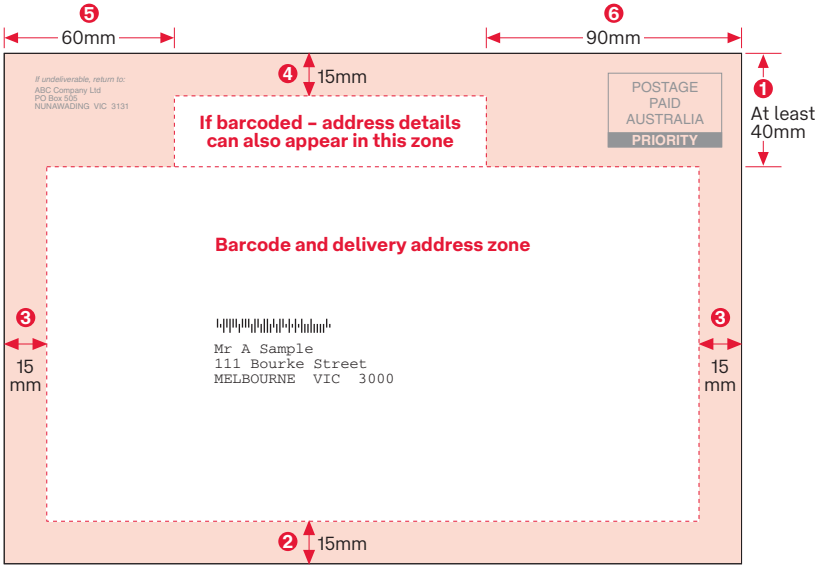
❸ at least 15mm from the left and right edges of the article.

If the article is barcoded, then the delivery address zone can also include an additional area. Ensure that the return address does not infringe this area:

❹ at least 15mm from the top edge of the article

❺ at least 60mm from the left edge of the article and

❻ at least 90mm from the right edge of the article.



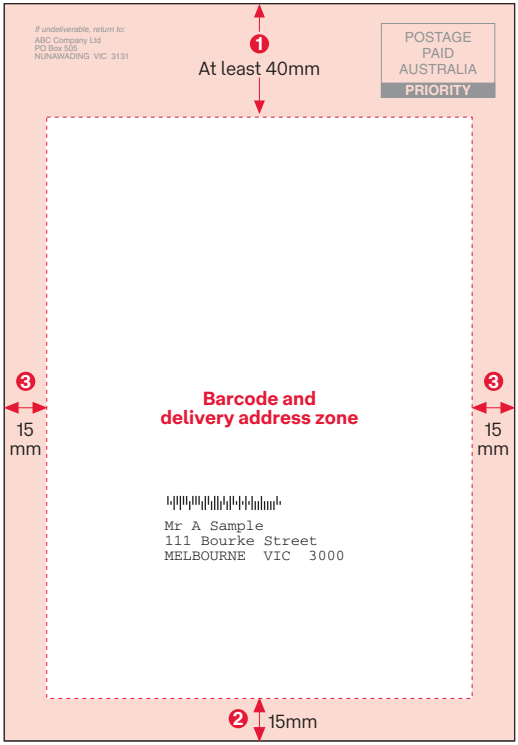
2.6.3 Large articles (portrait layout)

The complete barcode and delivery address must be positioned in the barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ at least 15mm from the left and right edges of the article.



2.6.4 Address layout

Correct addressing conditions ensure the Australia Post delivery system can recognise and interpret the delivery address.

1. **Address lines** (excluding barcode placement) must be aligned left.
2. **Barcode** – see section 2.7 for barcode requirements.
3. **Additional address information** such as business or person's name if included, must be placed above the last two lines of the address and not below, alongside or within these lines.
4. **Second last line** – Must contain the number and name of the street or thoroughfare or Post Office Box or Bag number.
5. **Bottom line** – For unbarcoded lodgements, must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.
   It is recommended that this line is printed in CAPITALS.

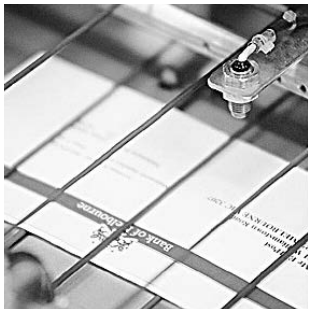
Any application for variations or additions to this format should be submitted and approved prior to lodgement. See section 2.10.

Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.6.5 Address fonts and colours



Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size, and it is strongly recommended that print characters do not overlap. Whilst attributes such as *italics*, **bolding**, shadowing, or underlining are permitted, their use should be avoided.

Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.

2.7 Barcoding

A barcode is a machine readable representation of information, usually printed as parallel lines, and improves the speed and accuracy of processing mail.

For technical details relating to barcoding, including Australia Post's *Postal Address File* (PAF) and specifications on printing a barcode, see section 6 Barcoding print specifications.

The barcode used by Australia Post is called a *4-state barcode* and includes a *Delivery Point Identifier* (DPID) which is uniquely applied to Australian addresses.

2.7.1 Obtaining the DPID for each address

Australia Post maintains a comprehensive database of addresses called the Postal Address File (PAF), in which each address has a unique Delivery Point Identifier (DPID).

The DPID is an 8-digit number developed by Australia Post that enables each delivery point in Australia to be uniquely identified.

You must use Address Matching Approval System (AMAS) certified software to obtain the correct DPID for each address.

This DPID is then converted into a 4-state barcode and printed onto the article. It is read by Australia Post's mail processing machines.

The delivery address		Use AMAS to obtain DPID		Printed 4-state barcode of DPID
111 Bourke Street MELBOURNE VIC 3000	→	54516251	→	

2.7.2 Barcode location

The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and Delivery Address Zone.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.7.3 Barcode clear zone

Barcodes require a clear zone that must be kept blank (free of printing or other distractions) immediately above, below, and to the left and right of the barcode. This is to ensure that the barcode can be detected by the reader and processed correctly.

There must be a clear zone (no printing) around the barcode of at least 6mm to the left and right and at least 2mm from the top and bottom.

Non-address information, such as your reference codes, sort plan number, etc, may be located above the bottom two lines of the address block provided the barcode clear zone is observed. There is no requirement for this information to be left aligned.

2.7.4 Customer appended information in barcodes

The standard barcode contains 37 bars, however you have the opportunity to include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars. See section 6.2 Printing the barcode.

Barcode format	Customer information
52	8 digits or 5 characters
67	15 digits or 10 characters

2.7.5 Address Matching Approval System (AMAS)

The Address Matching Approval System (AMAS) is designed to improve the quality of addressing. AMAS is a software approval program that provides a standard by which to test and measure the quality of address matching software and its ability to correctly assign a unique Delivery Point Identifier (DPID) to each address record.

To obtain AMAS approved software, a list of software vendors is available on the Australia Post website at **auspost.com.au/amas**.

2.7.6 Unbarcoded articles

It is important to note that not all addresses may result in a barcode assignment. To reduce the incidence of multiple lodgements from the same source data, there is the option to lodge barcoded and unbarcoded PreSort Letters together as a single lodgement using the same lodgement documentation.

It is a requirement of the service that *all addresses within the lodgement* are presented to current AMAS software and a DPID assignment attempted. You may be requested to provide an Address Matching Processing Summary Report as evidence.

There is no restriction on the quantity of unbarcoded articles that may be included as part of a lodgement, provided that the lodgement meets the minimum volume of 300 barcoded articles.

Identical addressing conditions apply for barcoded and unbarcoded articles in a lodgement.

2.8 Adding logos, advertising and other printing

Logos, advertising content and other printing may be added on the front and back of articles, providing that it does not obscure the inscriptions in the postage zone and the return address zone.

Remember to observe the clear zone around the barcode – see section 2.7.3.

2.9 Non-compliance

Acceptance staff at the lodgement facility will perform an inspection to determine if a lodgement satisfies the access conditions and barcodes are valid.

If articles within a lodgement do not satisfy the PreSort Letters conditions, you have the option of:

(a) withdrawing the lodgement, modifying and re-presenting it at a later date

(b) where barcodes are correct and current against the latest version of the Postal Address File, lodging the articles at either the full rate ordinary prices applicable at the time, or Clean Mail if eligible

(c) where barcodes are incorrect, corrupt, out of specification or illegible, lodging barcoded articles at the full rate ordinary prices applicable at the time, and unbarcoded articles as Clean Mail if eligible.

2.10 Testing

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement. Tests can be conducted on the following:

- shape
- window panel quality
- article colour, patterns or watermarks
- paper stock quality
- plastic wrapping
- flexibility
- positioning of logos, advertising and other printing.

Testing involves processing a sample of articles to determine if they are suitable for machine processing. Articles that pass the test will be accepted at the relevant price, provided that all other requirements have been met.

Requests for testing should be directed to either your Australia Post account manager or the contacts detailed at the front of this guide.

Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information on BQP is available on the Australia Post website at **auspost.com.au/bqp**.

Enquiries about barcode readability should be directed to **BQPHelp@auspost.com.au**.

2.11 Summary checklist

PreSort Letters preparation involves:

- Checking the size and weight of the article to ensure it is acceptable.
- Ensuring the type of article chosen is acceptable.
- Ensuring all guidelines are followed for plastic wrapping.
- Ensuring all inscriptions, including the indicium, are displayed on the article.
- Ensuring all correct addressing guidelines are followed.
- Ensuring all elements of barcoding are followed.

3. PreSort Letters lodgement

3.1 Lodgement overview

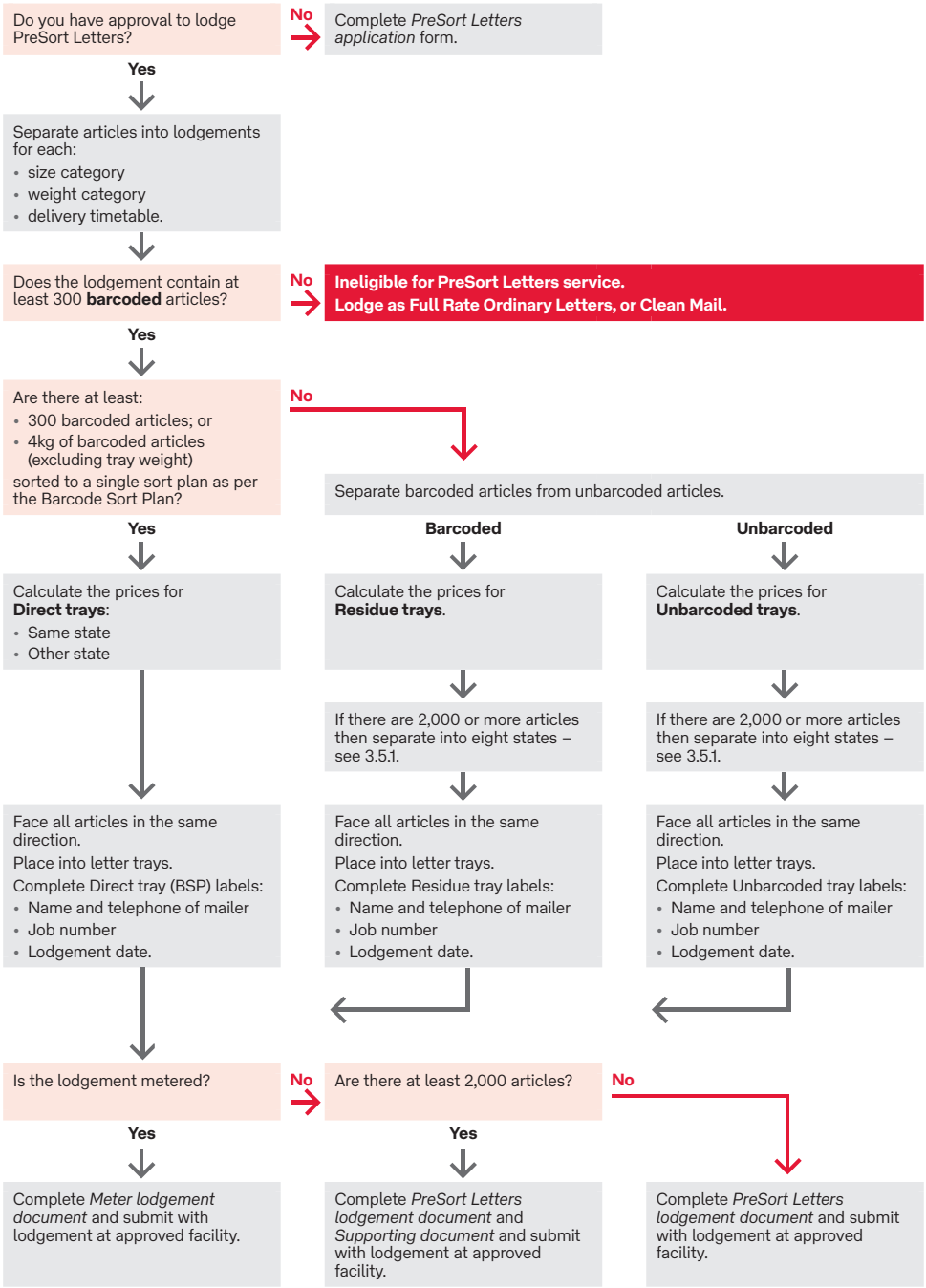
This section covers in detail all the information you need to ensure you lodge your articles correctly.

The list below illustrates the steps to lodge PreSort Letters. Each requirement is covered in detail throughout the section.

1	**Apply** to use the service	3.2
2	Choose **sort categories**	3.4
3	Prepare the **letter trays**	3.5
4	Prepare and affix **tray labels** for each letter tray	3.6
5	Complete the **lodgement documentation**	3.8

You're now ready to lodge

▼ Sorting and lodgement summary flowchart

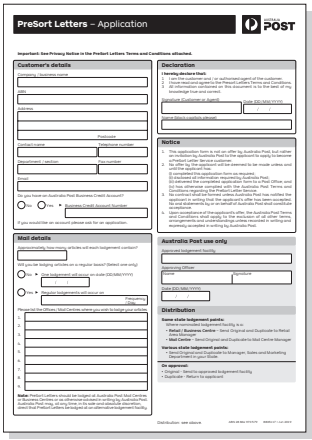

Do you have approval to lodge PreSort Letters?
No
Complete *PreSort Letters application* form.
Yes
Separate articles into lodgements for each:
• size category
• weight category
• delivery timetable.
Does the lodgement contain at least 300 **barcoded** articles?
No
Ineligible for PreSort Letters service.
Lodge as Full Rate Ordinary Letters, or Clean Mail.
Yes
Are there at least:
• 300 barcoded articles; or
• 4kg of barcoded articles (excluding tray weight)
sorted to a single sort plan as per the Barcode Sort Plan?
No
Separate barcoded articles from unbarcoded articles.
Yes
Barcoded
Unbarcoded
Calculate the prices for **Direct trays**:
• Same state
• Other state
Calculate the prices for **Residue trays**.
Calculate the prices for **Unbarcoded trays**.
If there are 2,000 or more articles then separate into eight states – see 3.5.1.
If there are 2,000 or more articles then separate into eight states – see 3.5.1.
Face all articles in the same direction.
Place into letter trays.
Complete Direct tray (BSP) labels:
• Name and telephone of mailer
• Job number
• Lodgement date.
Face all articles in the same direction.
Place into letter trays.
Complete Residue tray labels:
• Name and telephone of mailer
• Job number
• Lodgement date.
Face all articles in the same direction.
Place into letter trays.
Complete Unbarcoded tray labels:
• Name and telephone of mailer
• Job number
• Lodgement date.
Is the lodgement metered?
No
Are there at least 2,000 articles?
No
Yes
Yes
Complete *Meter lodgement document* and submit with lodgement at approved facility.
Complete *PreSort Letters lodgement document* and *Supporting document* and submit with lodgement at approved facility.
Complete *PreSort Letters lodgement document* and submit with lodgement at approved facility.

3.2 Applying for PreSort Letters

You need to apply to use the service so that lodgement facilities can be nominated. On approval, you can commence lodgement of articles.

The *PreSort Letters Application* (8835117) is available at all Post Offices and should be presented to the Mail Centre or Business Centre where lodgements will be made.

Normally, Australia Post grants approval to lodge articles only at Mail Centres or Business Centres. Exceptionally, a Retail Area Manager may approve a lodgement at a Post Office. Australia Post reserves the right to vary the approved lodgement facility at any time.


PreSort Letters – Application

Australia Post

Important: See Privacy Notice in the PreSort Letters Terms and Conditions attached.

Customer's details

Declaration

Notice

Mail details

Australia Post use only

Distribution

3.3 First lodgement

It is recommended that you submit sample articles to Australia Post for testing of barcode accuracy and readability, prior to lodging PreSort Letters for the first time. Information relating to the Barcode Quality Program is available on the Australia Post website at **auspost.com.au/bqp**.

3.4 Sort categories

To ensure optimum delivery of PreSort Letters articles, you need to prepare and lodge articles correctly.

You have the choice to sort articles according to the following sort categories:

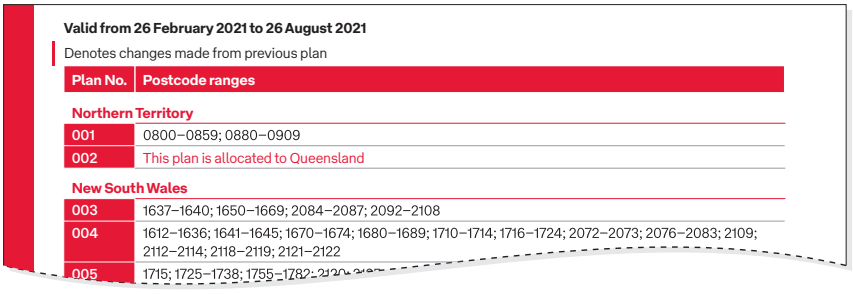
Sort category	Description	To qualify
Direct trays	• Barcoded • Sorted to the BSP	The minimum quantity is 300 articles (or 4kg of article weight, excluding the weight of the tray) per postcode range. Remaining barcoded articles become "Residue".
Residue trays	• Barcoded • Not sorted	Where there are insufficient barcoded articles to make a Direct tray. No minimum quantity. (The total lodgement must contain at least 300 barcoded articles.)
Unbarcoded trays	• Not barcoded • Not sorted	Articles that are not barcoded. No minimum quantity. (The total lodgement must contain at least 300 barcoded articles.)

3.4.1 Barcode Sort Plan (BSP)

The Barcode Sort Plan (BSP) allocates every Australian postcode into a specific range, allowing Australia Post to efficiently sort articles to their point of delivery, and is regularly updated (refer table). To ensure the current sort plan is used, download it from the Australia Post website **auspost.com.au/sortplans**.

Version number	Release date	Active date	Expiry date
VYYYY1	1 February	First Friday in March	Day prior to first Friday in September
VYYYY2	1 August	First Friday in September	Day prior to first Friday in March

▼ Part of the Barcode Sort Plan – BSP numbers and associated postcode ranges



Valid from 26 February 2021 to 26 August 2021

Denotes changes made from previous plan

Plan No.	Postcode ranges
Northern Territory	
001	0800–0859; 0880–0909
002	This plan is allocated to Queensland
New South Wales	
003	1637–1640; 1650–1669; 2084–2087; 2092–2108
004	1612–1636; 1641–1645; 1670–1674; 1680–1689; 1710–1714; 1716–1724; 2072–2073; 2076–2083; 2109; 2112–2114; 2118–2119; 2121–2122
005	1715; 1725–1738; 1755–1782; 2120; 2137

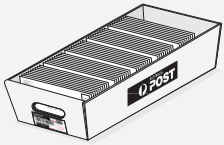
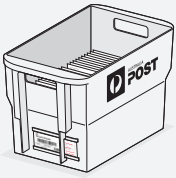
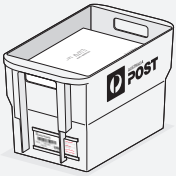
Upon lodgement, Australia Post staff perform a check to determine if articles have been sorted correctly. Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted.

3.5 Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

The process for preparing and sorting Direct trays, Residue trays and Unbarcoded trays is as follows:

- face all articles in the same direction
- sort the articles in ascending postcode order (preferred but not mandatory)
- do not bundle or tie the articles
- place the articles into letter trays as follows:

Size category	Tray use
Small, Small Plus 	In small letter trays, with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
Large – for C5 articles greater than 5mm thick 	In large letter trays, single layered, upright on the long edge with the addresses facing the front (label end) of the tray. The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).
Large – other sized articles 	In large letter trays, lay flat with the addresses face up and with the postage zone imprint at the label end of the tray. To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes. The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

If you have articles for both Priority and Regular delivery timetables then place them in separate trays. The Regular delivery timetable must be used for all Promo Post articles and Large size Charity Mail articles.

Overflow Direct trays can be lodged. An overflow tray is a less-than-full tray that contains all articles remaining after the preparation of full trays for the same sort plan BSP number. A maximum of one overflow tray for each sort plan BSP number is permitted.

3.5.1 State separation of Residue trays and Unbarcoded trays

Where there are 2,000 or more Residue articles, or 2,000 or more Unbarcoded articles, then separate the articles into state based trays as follows:

For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is required, as follows: • place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the Barcode Sort Plan • affix tray labels for the state of the destination.

3.6 Completing tray labels

Tray labels must be correctly completed and affixed to each tray.

3.6.1 Preprinted tray labels

Australia Post provides preprinted tray labels at no cost.

Order or obtain these labels from your local lodgement facility. Order forms may also be printed or downloaded from the Australia Post website **auspost.com.au/traylabels**.

The process for completing preprinted tray labels is as follows:

❶ Write your name and telephone including area code in the Sender space.

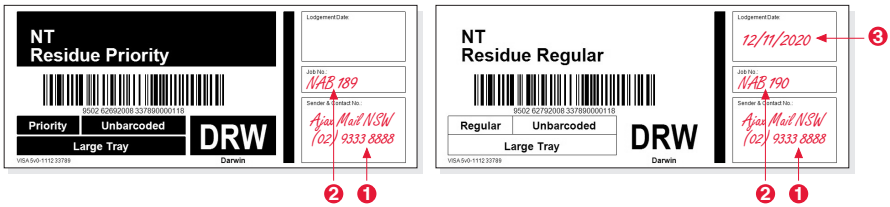
❷ Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).

❸ Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Direct tray labels (Priority delivery and Regular delivery)

▼ Residue tray labels (Priority delivery and Regular delivery)

▼ Unbarcoded tray labels (Priority delivery and Regular delivery)



3.6.2 Labelling software

Australia Post recommends the use of Print On Demand labelling systems for preparing lodgements. Print on Demand systems are available either free of charge from Australia Post *(VISA Labelling)* or may be purchased from third party suppliers.

These labels must conform to specifications, which are subject to periodic review. Specifications may be obtained by downloading documentation from the Australia Post website **auspost.com.au/traylabels**. Third party software must be approved by Australia Post prior to use.

Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.

Please note that Print on Demand labels contain pre-populated information and differ in appearance to preprinted labels.

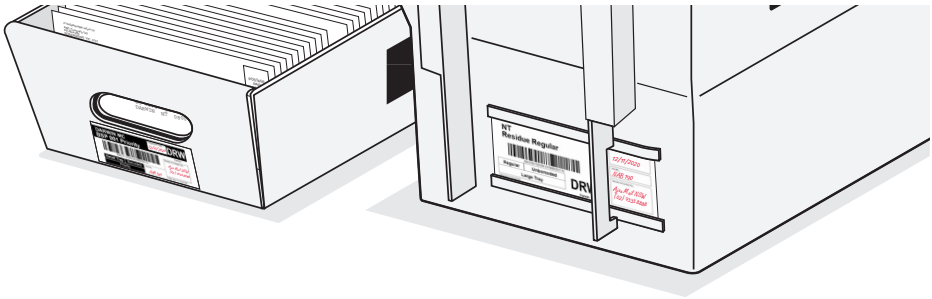
▼ Example VISA Direct tray labels (Priority delivery and Regular delivery)

3.6.3 How to affix tray labels to letter trays

Label pockets/slots are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a completed tray label in the label pocket/slot with the printed side visible.



3.7 Preparing a small volume lodgement

If you are lodging less than 2,000 articles, Australia Post suggest you consider the following simplest lodgement:

- Place all the barcoded articles in trays and affix completed Residue tray labels for the state of lodgement
- Place any unbarcoded articles in separate trays and affix completed Unbarcoded tray labels for the state of lodgement.

Small volume lodgements do not normally need to consider Direct trays, as it is unlikely that there will be at least 300 barcoded articles addressed to a single sort plan number.

3.8 Lodgement of articles

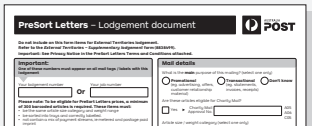
Once a lodgement is prepared and sorted, complete the required lodgement document(s) and lodge your articles.

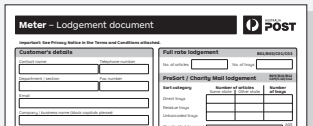
All articles in the lodgement must be within the same size and weight category.

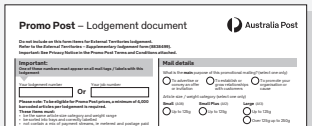
3.8.1 Lodgement documents

The type of documentation will vary depending upon whether a postage meter has been used. Obtain these documents from your local lodgement facility or download from **auspost.com.au/presort** and **auspost.com.au/metering**. Please ensure that you are always using the latest version of the documents.

Non-metered articles	Metered articles	Promo Post articles
PreSort Letters lodgement document (8835114)	*Meter lodgement document* (8838236)	*Promo Post lodgement document*


PreSort Letters – Lodgement document


Meter – Lodgement document


Promo Post – Lodgement document

AMAS Declaration

The lodgement documents include a mandatory customer declaration certifying that current AMAS approved software is in use and that the DPIDs contained within address records used to produce the mailing are valid against the latest version of the PAF.

3.8.2 AMAS Address Matching Processing Summary Report

If you repeatedly present articles that are subsequently rejected due to incorrect assignment of DPIDs, Australia Post reserves the right to request subsequent lodgements be supported with documentary evidence to validate:

1. The *List Processor's Name* – the name of the company or organisation assigning the DPIDs via the AMAS approved software
2. DPID assignments are made against the current version of the PAF.

To assist in this regard, it is mandatory for AMAS approved batch software to generate an Address Matching Processing Summary Report.

▼ Example AMAS Summary Report

AMAS software details	**Database / list owner's details**
Company name:	List processor's name: ← 1
Software name and version:	Date list processed:
Date software certified:	Processed against PAF version number: ← 2
	Name of address list:

Processing results	
Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	

Signature of compliance	
I certify that this information is true and accurate -	
Name of list manager / owner:	
Signature of list manager / owner:	
Address:	
Phone number:	
Date:	

The report format and content is indicative of the type of information to be produced by AMAS Address Matching Processing batch software on each execution of a matching submission so that users have the appropriate evidence to support lodgements when requested to do so.

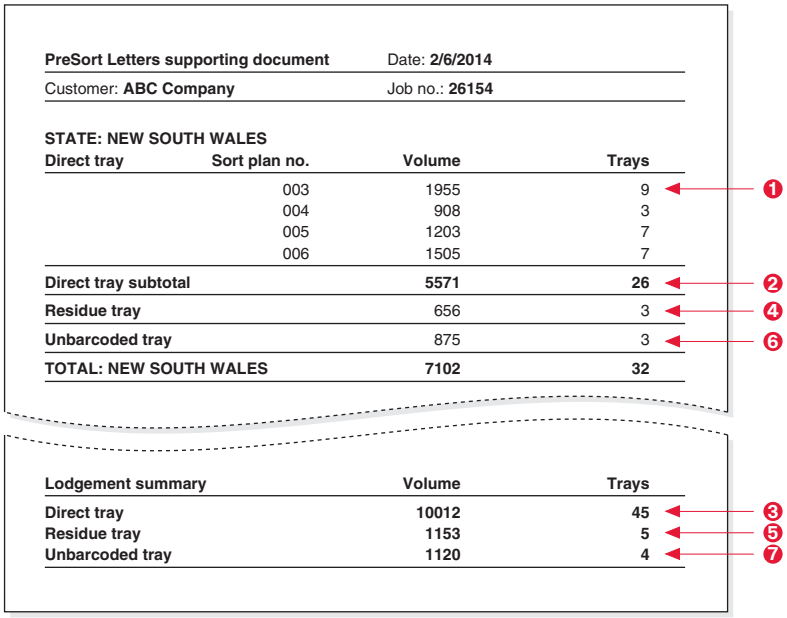
3.8.3 Supporting document

Each lodgement in excess of 2,000 articles requires a *PreSort Letters Supporting Document*. There is no standard form provided by Australia Post, so create your own supporting document – a simple Word (or equivalent) document suffices.

The minimum description requirements are provided in the following table.

Sort category	List the number of articles and trays
Direct trays	❶ for each Sort Plan Number
	❷ for each state and territory
	❸ the total for Direct trays
Residue trays	❹ for each state and territory
	❺ the total for Residue trays
Unbarcoded trays	❻ for each state and territory
	❼ the total for Unbarcoded trays

▼ Example PreSort Letters Supporting Document



PreSort Letters supporting document Date: **2/6/2014**

Customer: **ABC Company** Job no.: **26154**

STATE: NEW SOUTH WALES

Direct tray	Sort plan no.	Volume	Trays	
	003	1955	9	❶
	004	908	3	
	005	1203	7	
	006	1505	7	
Direct tray subtotal		**5571**	**26**	❷
Residue tray		656	3	❹
Unbarcoded tray		875	3	❻
TOTAL: NEW SOUTH WALES		**7102**	**32**	

Lodgement summary	Volume	Trays	
Direct tray	**10012**	**45**	❸
Residue tray	**1153**	**5**	❺
Unbarcoded tray	**1120**	**4**	❼

3.8.4 Where and when to lodge

Articles must be presented during business hours at an approved lodgement facility, or designated interconnect facility in the case of articles transported interstate by carriers other than Australia Post. See section 3.8.5 Interconnect option. To change your approved lodgement facility, complete and submit a *PreSort Letters Application* (8535117).

Due to limited spare capacity at some lodgement facilities you are requested to provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement and avoid the need for notification.

For the delivery timetable to apply on the day of receipt, lodgements of PreSort Letters must be made during the business hours applicable to the lodgement facility involved, but no later than 6pm.

3.8.5 Interconnect option

You have the option to arrange your own interstate transport to interconnect with Australia Post's letters service network at *designated interconnect facilities* in the state of destination and benefit from cheaper same state prices. A list of interconnect facilities is in the table below.

Complete an application form, *PreSort Letters Application* (8835117), nominating the facility(s) where the articles are to be presented for lodgement and forward the application to the Australia Post contact as listed at the front of this guide.

Supporting lodgement documentation is required at the time of mailing.

Designated interconnect facilities

New South Wales		
Sydney West Letters Facility 2 Weeroona Road STRATHFIELD NSW 2135	Central West Mail Centre 9–11 Coventry Street KELSO NSW 2795	Hunter Region Mail Centre 21 Callistemon Close WARABROOK NSW 2304
South Coast Mail Centre 112–116 Auburn Street WOLLONGONG NSW 2500	New England Mail Sorting Centre 8–12 Goonan Street TAMWORTH NSW 2340	Northern Rivers Mail Sorting Centre 117 Johnson Street CASINO NSW 2470
Mid North Coast Mail Sorting Centre 49–51 Nance Road KEMPSEY NSW 2440	Murray Region Mail Sorting Centre 54 Catherine Crescent LAVINGTON NSW 2641	Riverina Mail Sorting Centre 18 Riedell Street WAGGA WAGGA NSW 2650

Australian Capital Territory		
Canberra Mail Centre 8 Nyrang Street FYSHWICK ACT 2609		

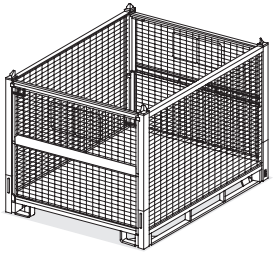
Victoria		
Dandenong Letters Centre 120 Nathan Road DANDENONG SOUTH VIC 3175	Geelong Mail Centre 328–330 Melbourne Road GEELONG NORTH VIC 3220	Ballarat Mail Centre 13 Coronet Street WENDOUREE VIC 3355
Bendigo Mail Centre 14–16 Deborah Street GOLDEN SQUARE VIC 3555	Seymour Mail Centre 83 Redbank Road SEYMOUR VIC 3660	Gippsland Mail Centre 8–20 Bridle Road MORWELL VIC 3840

Queensland		
Heathwood Mail Centre Region 160 Stradbroke Street HEATHWOOD QLD 4110	Northgate Mail Centre Region 129 Toombul Road NORTHGATE QLD 4013	Gold Coast Region 26 Crombie Avenue BUNDALL QLD 4217
Toowoomba Region 330 Stenner Street TOOWOOMBA QLD 4350	Cairns Region 171/185 McCoombe Street BUNGALOW QLD 4870	Townsville Region 38 Morris Street West End TOWNSVILLE QLD 4810
Mackay Region 344 Bridge Road MACKAY QLD 4740	Rockhampton Region 40 Elphinstone Street NORTH ROCKHAMPTON QLD 4702	Sunshine Coast Region 30–46 Perwillowen Street NAMBOUR QLD 4560

South Australia	Western Australia
Adelaide Mail Centre 272 Gouger Street ADELAIDE SA 5000	Perth Mail Centre 33 Boud Avenue PERTH AIRPORT WA 6105

Tasmania		Northern Territory
Hobart City 57 Mornington Road MORNINGTON TAS 7018	Launceston Mail Centre 244 Hobart Road YOUNGTOWN TAS 7249	Darwin Mail Centre 354 Stuart Highway WINNELLIE NT 0820

3.8.6 Lodgement in ULDs



Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. Contact your mail facility for further information.

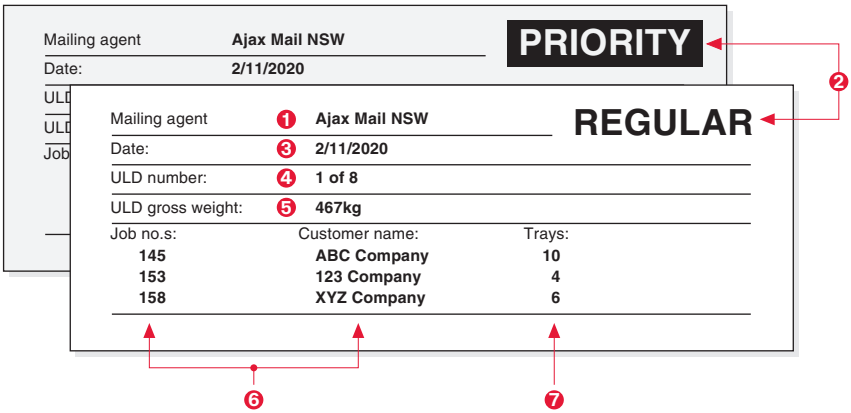
ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. In order to maximise transportation efficiency and ULD utilisation, you should ensure that each ULD is used as efficiently as possible.

ULD labelling

It is a requirement that you affix a label to each ULD, containing the following information:

1. the name of the Mailing Agent
2. the delivery timetable selected (Priority or Regular), in a **bold** font, of at least 18 point size. For Priority delivery, Australia Post recommends printing this section using white font on a black background where possible.
3. the lodgement date (optional for Priority delivery, but must be correct if shown)
4. the number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)
5. the gross weight (actual or deemed) of the ULD and its contents
6. the Job Number (or reference), and customer name for each individual job contained in the ULD
7. the number of trays for each individual job contained in the ULD (optional, but must be correct if shown).



Australia Post prefers ULD labels to be affixed on the front and back.

3.9 Summary checklist

Lodgement of PreSort Letters articles involves:

- Applying to use the service.
- Choosing sort categories.
- Preparing the letter trays by placing the articles correctly in each tray.
- Completing and affixing tray labels correctly.
- Completion of a lodgement document.
- Completion of a *Supporting Document*, if required.
- Completing and affixing Mail Identification Labels to ULDs.
- Priority and Regular articles are lodged separately. The Regular delivery timetable must be used for Large size Charity Mail articles.
- Lodgement of articles at an approved lodgement facility.

4. Promo Post

4.1 What is Promo Post?

Promo Post is an Australia Post service for the delivery of *barcoded PreSort Letters articles* that are promotional in nature.

4.2 Why use Promo Post?

With Promo Post, you can:

- lodge bulk mailings of 4,000 or more barcoded articles
- leverage benefits of having your mail barcoded and sorted
- access lower prices for mailings of barcoded articles provided they are promotional in nature.

4.3 What qualifies for Promo Post?

The minimum quantity is 4,000 barcoded articles per lodgement.

Promo Post articles must be **promotional** in nature to qualify for Promo Post rates. That is, the main purpose of the article must stimulate activity of the business or organisation through:

- promoting the sale or use of products or services
- promotion of the organisation's cause
- making an offer, invitation or promotional claim about the organisation's products, services or "cause".

If the main purpose of the article is transactional in nature then it doesn't qualify for Promo Post (even if there is also a promotional element included).

For more detailed information and examples of promotional and transactional classifications please refer to the *Promo Post Classification table* which can be found at **auspost.com.au/promopost**.

The *Promo Post Service Terms and Conditions* are available on Australia Post's website at **auspost.com.au/terms**.

4.4 How to apply

To use Promo Post, customers need to have already applied to use the PreSort Letters service. The *PreSort Letters Application* (8835117) is available at all Post Offices or can be downloaded from **auspost.com.au/presort**.

4.5 Preparation basics

Information in this section is designed to provide an overview of Promo Post article preparation. More detailed information can be found in the PreSort Letters preparation and barcoding print specification sections.

To qualify for Promo Post, you need to meet Australia Post's article requirements.

4.5.1 Article size, weight and type requirements

Promo Post is available for the *Small*, *Small Plus* and *Large* size categories. All articles in a lodgement must be within the same size and weight category.

Articles can weigh up to 125 grams for Small and Small Plus articles and up to 250 grams for Large articles.

	Small	Small Plus	Large
Maximum weight	125g	125g	125g or 250g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

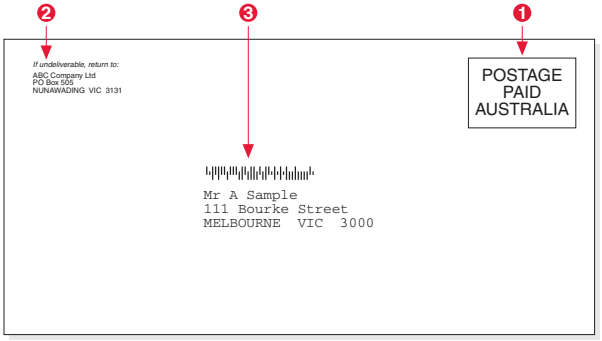
Articles can be envelopes, postcards or plastic wrapped. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.** See section 2.2.4.

4.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

1. the Postage Paid Imprint (unless a postage meter is used)
2. the return address, preferred here or on the back
3. an AMAS certified barcode where assigned, and a delivery address that observes the correct addressing conditions (as detailed in section 2 PreSort Letters preparation).



4.6 Lodgement basics

More detailed information can be found in the PreSort Letters lodgement section.

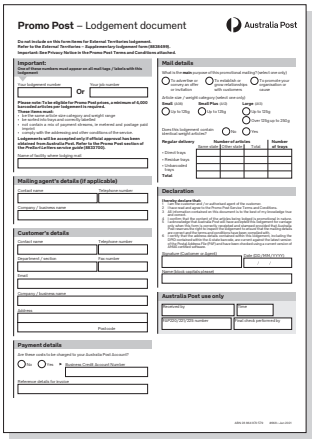
Once a lodgement is prepared and sorted, complete the required information through Australia Post's Electronic Lodgement of Mailing Statements system (e-LMS).

If e-LMS is unavailable, use the *Promo Post lodgement document*, which can be downloaded from **auspost.com.au/promopost**.

4.6.1 Lodgement documentation

Upon lodgement, you need to provide:

- the *Promo Post lodgement document* (if e-LMS lodgement unavailable)
- two unsealed samples of the articles, including their envelope.


Promo Post – Lodgement document

Australia Post

Do not include on this form items for External Territories lodgement.
Refer to the External Territories – Supplementary lodgement form (8530498).
Important: See Privacy Notice in the Promo Post Terms and Conditions attached.

Important:
Lodgement numbers must appear on all mail bags / labels with this lodgement.

Your lodgement number

Or

Your job number

Please note: To be eligible for Promo Post prices, a minimum of 5,000 transmitted articles per lodgement is required.
Articles must be:
- machine insertable, rectangular and weight & range
- be sorted into bags and correctly labelled
- not exhibit a risk of paperwork streams, or metered and postage paid imprint
- comply with the addressing and other conditions of the service.

Lodgement of Promo Post articles may only be made at a facility approved by Australia Post. Refer to the Promo Post section of the PreSort Letters service guide (8537100).

Name of facility where lodging mail

Mailing agent's details (if applicable)

Contact name | Telephone number

Company / business name

Customer's details

Contact name | Telephone number

Department / section | Fax number

Email

Company / business name

Address

Postcode

Payment details

Are these mail to be charged to your Australia Post Account?

No | Yes → Business Credit Account Number

Reference details for invoice

Mail details

What is the main purpose of this promotional mailing? (select one only)

To advertise or convey an offer or invitation | To establish or grow relationships with customers | To promote your organisation or cause

Article size / weight category (select one only)

Small (≤ 130) | Medium Plus (≤ 222) | Large (≤ 353)

Up to 125g | Up to 250g | Up to 125g | Up to 250g | Over 125g up to 250g

Does this lodgement contain identical item(s) enclosed? No | Yes

Regular delivery

	Number of articles			Number of trays
	Same style, Within state	Y-Fold	All trays
• Direct trays				
• Residue trays				
• Non-sorted trays				
Total				

Declaration

I hereby declare that:
1. I am the customer and / or authorised agent of the customer.
2. I have read and understood the Promo Post Terms and Conditions.
3. All information contained on this document is to the best of my knowledge true and correct.
4. I confirm that the content of the articles being lodged is promotional in nature and complies with the Promo Post Terms and Conditions. I understand that articles may attract the Regular delivery timetable if I have not completed and presented articles that Australia Post considers to be promotional in nature. I understand that if the articles are not promotional and the terms and conditions have been complied with:
   a. Australia Post may withdraw the Promo Post discounted prices, including the CPRD contained within the 4 state barcode, and current publish the latest version of the Postal Address File (PAF) and have been standard postage current version of the Postal Address File (PAF).

Signature of customer or agent | Date (DD / MM / YYYY)

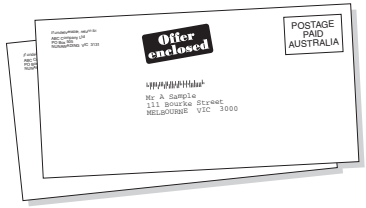
Name (block capitals) entered

Australia Post use only

Received by | Time

Customer (CRD) number | Mail check performed by

ABN 28 864 970 579 ANMC Jun 2021



See section 3.8.3 for Supporting document requirements.

4.6.2 Where and when to lodge

Articles must be presented during business hours at any Australia Post facility specifically approved to accept Promo Post. A list of approved lodgement facilities can be found at **auspost.com.au/promopost**.

4.7 Delivery timetables

Promo Post is delivered with letters and other mail.

Promo Post articles are only accepted for the Regular delivery timetable. See section 1.7 for more information.

4.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Post Office, or downloaded from **auspost.com.au**.

Promo Post prices are applicable only for promotional *barcoded PreSort Letters articles*.

The prices for Promo Post articles vary by destination state and the sort category.

Size category	Weight up to	Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state		
Small	125g	✓	✓	✓	✓
Small Plus	125g	✓	✓	✓	✓
Large	125g	✓	✓	✓	✓
	250g	✓	✓	✓	✓

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

Australia Post provides a variety of payment options. For details, please discuss with your lodgement facility or account manager, or the contact detailed at the front of this guide.

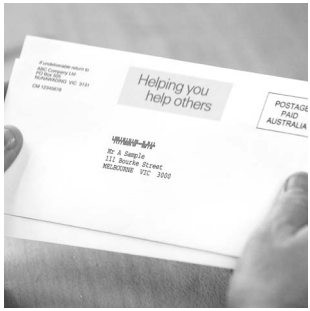
4.9 Summary checklist

The key points covered in this section include:

- The main purpose of articles must be self-assessed as being promotional in nature using the *Mail Type Reference Guide* that can be found at **auspost.com.au/promopost**.
- There must be at least 4,000 barcoded promotional mail articles.
- Promo Post is available for *Small*, *Small Plus* and *Large* size category articles.
- Articles can be envelopes, postcards or plastic wrapped.
- All conditions of PreSort Letters apply – correct addressing conditions may apply.
- Promo Post articles are only accepted for the Regular delivery timetable.
- Promo Post lodgements are made through e-LMS. If e-LMS is unavailable, use the *Promo Post lodgement document* available online.
- Lodgement is available only through selected Australia Post Business Centres, Business Hubs and Bulk Docks.
- Two unsealed sample articles must be provided upon lodgement.
- Prices can be located in the *Post charges* booklet (8833665) and the Australia Post website **auspost.com.au**.

5. Charity Mail

5.1 What is Charity Mail?



Charity Mail is an Australia Post service for the delivery of *barcoded PreSort Letters articles* for the purpose of fundraising and promotion activity from organisations that are endorsed by the Australian Taxation Office (ATO) as an Income Tax Exempt Charity (ITEC) or as a Deductible Gift Recipient (DGR).

All mailings must meet the conditions of PreSort Letters to access Charity Mail prices.

5.2 Why use Charity Mail?

With Charity Mail, you can:

- access lower prices for mailings of barcoded articles
- access the Priority and Regular delivery timetables at reduced prices.

5.3 What qualifies for Charity Mail?

To be eligible for Charity Mail:

- organisations must be endorsed by the Australian Taxation Office as an Income Tax Exempt Charity (ITEC) or as a Deductible Gift Recipient (DGR)
- you need to meet Australia Post's PreSort Letters requirements
- the minimum quantity is 300 barcoded articles per lodgement
- each lodgement must consist of articles within the same size category and contain information associated with fundraising and promotional activities.

5.3.1 Examples of eligible mailings

Example	Eligibility
A mailing from an approved organisation promoting a fundraising event and contains an advertising flier promoting the goods or services of a sponsor(s) of the charitable event.	✔ The mailing substantially relates to the charitable purpose and the promotional material is incidental to the purpose of the mailing.
A mailing from an approved organisation promoting a charitable event and there is promotional information within the letter promoting a sponsor's product.	✔ The mailing substantially relates to the charitable purpose and the promotional information is incidental to the purpose of the mailing.
A mailing from an approved organisation containing enrolment confirmations or receipts associated with fundraising activities.	✔ The mailing content contains material entirely from the approved organisation.

5.3.2 Examples of ineligible mailings

Example	Ineligibility
An approved organisation sends out a mailing containing material solely from another organisation that is unrelated to the purpose of the approved organisation.	✗ The mailing is unrelated to the charitable purpose of the approved organisation.
A non-ITEC approved organisation or an organisation with no DGR status sends out a mailing promoting to its customers a charity fundraising event where the proceeds from the event benefit an approved ITEC organisation.	✗ The mailing is generated by a non-ITEC approved organisation or an organisation with no DGR status.
An organisation that is not ITEC approved or has no DGR status, but has a related entity that operates a foundation that is ITEC approved or has a DGR status. The organisation is ineligible to access Charity Mail prices and the foundation cannot be used to send out mail on behalf of the organisation.	✗ This example assumes that the organisation and foundation have different ABNs. As the mailing relates to the organisation that is not ITEC approved or has no DGR status it is ineligible for Charity Mail prices.

5.4 How to apply

To qualify for access to Charity Mail, organisations must apply to Australia Post. A *Charity Mail Application* form (8838713) must be completed which is available at the Australia Post website **auspost.com.au/charitymail** and also available from any Post Office.

Eligible organisations must provide a copy of their endorsement as an "Income Tax Exempt Charity" (ITEC) or copy of their endorsement as "Deductible Gift Recipient" (DGR) from the Australian Tax Office (ATO), attached to their application.

The organisation named in the ATO issued endorsement document will need to match the details contained in the application form.

Once your application is approved Australia Post will issue a letter granting access to Charity Mail prices to the organisation named in the ATO issued endorsement document. The letter will also provide an 8-digit approval (identification) number, which will need to be quoted for each mailing.

5.4.1 Period of approval

The authorisation to lodge at Charity Mail prices will continue until such time as an organisation's ITEC or DGR status has been revoked by the ATO. The onus will be on the relevant organisation to notify Australia Post of any changes in status.

Australia Post reserves the right to withdraw or suspend approval in instances where inappropriate use of the service is detected.

5.4.2 Charity Mail Approval Number

To access Charity Mail prices, an inscription (CM) followed by the eight digit approval number must appear on each article, eg "CM 12345678" – see section 5.5.2.

The requirement to print the inscription on each article will assist in ensuring that only approved organisations can access Charity Mail prices.

5.5 Preparation basics

Information in this section is designed to provide an overview of Charity Mail article preparation. More detailed information can be found in the PreSort Letters preparation and barcoding print specification sections.

To qualify for Charity Mail, you need to meet Australia Post's article requirements.

5.5.1 Article size, weight and type requirements

Charity Mail is only available for the *Small* and *Large* size categories. All articles in a lodgement must be within the same size and weight category.

Large articles are only accepted for the Regular delivery timetable.

Articles can weigh up to 250 grams.

	Small	Large
Maximum weight	125g	125g or 250g
Minimum size	88 × 138mm	—
Maximum size	130 × 240mm	260 × 360mm
Maximum thickness	5mm	20mm
Shape	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm) B5 (176 × 250mm) B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.10.

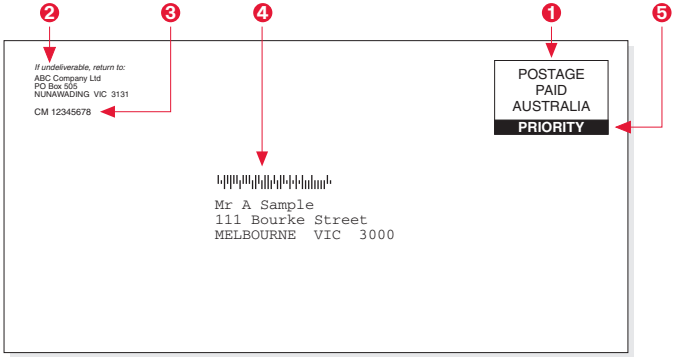
Articles can be envelopes, postcards or plastic wrapped. **Plastic wrapped articles are measured on the *total plastic size*, not the size of the contents.** See section 2.2.4.

5.5.2 Correct addressing requirements and barcoding

You need to pay particular attention to addressing and barcoding. Detailed information on printing the 4-state barcodes can be found in section 6 Barcoding print specifications.

Articles need the addressed side to be printed with:

1. the Postage Paid Imprint (unless a postage meter is used)
2. the return address, preferred here or on the back
3. the CM inscription/number. The inscription may be preprinted on the article (front or back of the article is acceptable), or printed above the address block.
   The inscription must be clearly visible when the articles are presented for lodgement.
4. an AMAS certified barcode where assigned, and a delivery address that observes the correct addressing conditions (as detailed in section 2 PreSort Letters preparation)
5. the Priority delivery indicator, if this delivery timetable is selected.



5.6 Lodgement basics

More detailed information can be found in the PreSort Letters lodgement section.

Use the *PreSort Letters lodgement document* (8835114), which includes:

- space to record the eight digit Charity Mail approval number
- a declaration acknowledging compliance to the conditions applicable to the service.

The authorisation to lodge at Charity Mail prices will continue until such time as an organisation's ITEC or DGR status has been revoked by the ATO. The onus will be on the relevant organisation to notify Australia Post of any change in status.

5.7 Delivery timetables

Charity Mail is delivered with letters and other mail.

Two delivery timetables are available: Priority delivery and Regular delivery. Large size category articles are only accepted for the Regular delivery timetable. See section 1.7 for more information.

5.8 What will it cost?

Current pricing is listed in the *Post charges* booklet (8833665), which can be obtained from any Post Office, or downloaded from **auspost.com.au**.

The prices for Charity Mail articles vary by size category, the sort category, the destination state and the delivery timetable, as displayed in the following table:

Size category	Weight up to	Priority delivery				Regular delivery			
		Direct trays		Residue trays	Unbar-coded trays	Direct trays		Residue trays	Unbar-coded trays
		Same state	Other state			Same state	Other state		
Small	125g	✓	✓	✓	✓	✓	✓	✓	✓
Large	125g	✗	✗	✗	✗	✓	✓	✓	✓
	250g	✗	✗	✗	✗	✓	✓	✓	✓

Articles attract same state prices when lodged within the same state as the delivery address (as defined in the Barcode Sort Plan). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include the Northern Territory.

Australia Post provides a variety of payment options. For details, please discuss with your lodgement facility or account manager, or the contacts detailed at the front of this guide.

5.9 Summary checklist

The key points covered in this section include:

- Organisations must have Income Tax Exempt Charity (ITEC) approval or Deductible Gift Recipient (DGR) endorsement from the Australian Tax Office.
- Organisations must apply to Australia Post for an eight digit Charity Mail (CM) number, which must be printed on articles.
- There must be at least 300 barcoded articles.
- Available for *Small* and *Large* size category articles only.
- Articles can be envelopes, postcards or plastic wrapped.
- All conditions of PreSort Letters apply – correct addressing conditions may apply.
- Charity Mail is available at Priority and Regular delivery timetables. Large size category articles are only accepted for the Regular delivery timetable.
- Prices can be located in the *Post charges* booklet (8833665).

6. Barcoding print specifications

6.1 The Postal Address File (PAF)

The PAF is a national reference file which contains all the addresses to which Australia Post delivers and their associated unique Delivery Point Identifier (DPID).

The mandatory PAF for barcoding purposes is available according to the following quarterly release schedule. Please refer to your AMAS software supplier for other options if you require a more frequent update.

PAF version	Release to AMAS vendors	Issue to end users	PAF expiry date
VYYYY.1	15 October	15 November	31 March
VYYYY.2	30 January	28 February	30 June
VYYYY.3	1 May	31 May	30 September
VYYYY.4	1 August	31 August	31 December
VYYYY.5	15 October	15 November	31 January

AMAS software suppliers are required to supply end-users with the latest version of the PAF within 30 days from the end of the month of the updates being supplied to them. This provides end-users with a minimum of one month to install the new data files and test their systems. It is not necessary to wait until the last permissible use date before the updated release of the PAF is used.

6.1.1 PAF Incremental Changes File

The PAF Incremental Changes File (ICF) is a list of DPIDs where changes have occurred to addresses between one release of the PAF to the next. It is designed to assist organisations that store DPIDs within databases and maintain their currency of these DPIDs against the latest version of the PAF.

The PAF ICF is readily available through AMAS Vendors.

Record Action Codes

The PAF ICF contains *DPIDs*, *Record Action Codes* and *Address Component Indicators*.

The record action code signifies the type of change that has occurred to the associated address details of this DPID since the previous PAF was released.

The address component indicators signify which address components have changed.

The record action code	What it means
D (Delete)	The DPID and its associated address components have been deleted since the previous PAF was released.
M (Modify)	Some associated address components in the PAF have changed since the previous PAF was released. These records will contain values in the address component indicator fields to indicate which address fields have changed.
P (Primary)	The secondary address components associated with this Primary Point have either been modified or additional secondary points have been added.

The PAF ICF does not contain the DPID of any inserts. That is, it does not contain details of any new DPIDs that have been added to the PAF since the previous PAF was released.

DPID validation with the PAF Incremental Changes File

To maintain the currency of DPIDs stored in your database in order to obtain postal discounts, all addresses must be re-validated against the latest version of the PAF or processed by exception by using the PAF ICF.

To ensure the correct usage of the PAF ICF, the following process must be employed:

1 Any DPIDs contained within the PAF ICF that are also stored within a customer's database must be removed from that database.

2 Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

Availability of the PAF ICF

The PAF ICF is made available with every general release of the PAF for production purposes.

It is released to all AMAS Software Developers and they are encouraged to develop software to assist their customers with resolving their unmatched addresses through its use. AMAS Software Developers developing software solutions using the PAF ICF must ensure the correct process is used for updating the DPID of address records where the DPID matches one contained in the PAF ICF.

The AMAS Program reserves the right to withdraw the use of the PAF ICF at any time if there is evidence that it is being used incorrectly resulting in DPIDs not being current against the latest version of the PAF.

PAF address amendments

In some instances the original address has been amended to match an address in the Postal Address File (PAF). You may choose to print either the original address as presented to the AMAS software, or the amended address as recorded in the PAF.

Matching below a DPID

In selected rural and remote locations Australia Post will permit AMAS software to assign a *Delivery Identifier* (DID). When an address record has been assigned a DID, the article should be presented in the correct sort plan.

6.2 Printing the barcode

The 4-state barcode must follow a particular barcode structure and format, as well as specific printing requirements as specified by Australia Post. This is to ensure the barcode is of a suitable standard for the Australia Post sorting equipment to read and process the barcoded articles efficiently.

6.2.1 Barcode length

When printed, each 4-state barcode has a minimum and maximum size it must comply with, as outlined below.

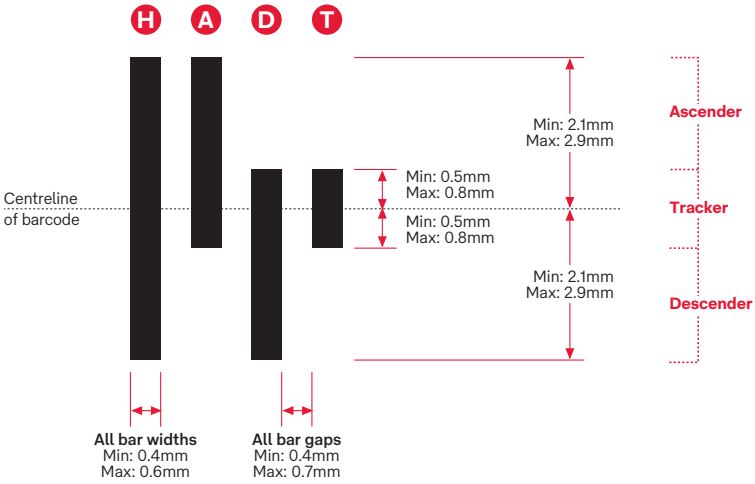
Barcode format	Minimum – maximum length
37	Min. 37.0mm – Max. 42.2mm
52	Min. 52.2mm – Max. 59.5mm
67	Min. 67.5mm – Max. 76.8mm

6.2.2 Bar dimensions

The individual bars and spaces within the barcode have their own minimum and maximum measurements. These are important because any major variations can cause the sorting equipment to reject the mail article.

Each of the four types of bars has a minimum and maximum width and height, and the bar gap (space between bars) has a minimum and maximum width.

Barcode element	Width (minimum – maximum)	Total height (minimum – maximum)
H	0.4mm – 0.6mm	4.2mm – 5.8mm
A	0.4mm – 0.6mm	2.6mm – 3.7mm
D	0.4mm – 0.6mm	2.6mm – 3.7mm
T	0.4mm – 0.6mm	1.0mm – 1.6mm
Bar gap (space)	0.4mm – 0.7mm	—



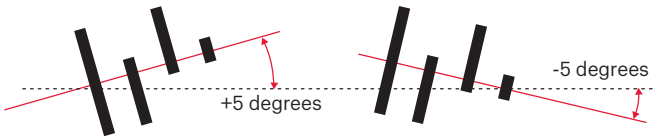
6.2.3 Barcode skew

When a barcode is printed on an article, occasionally it may not be printed straight ("skewed"). This can happen if the article was not lined up correctly when moving through the printer or the article shifted during the print process.

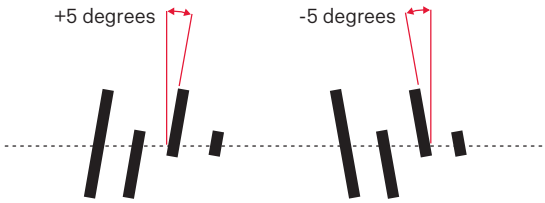
A certain amount of skew (called "tolerance") is allowed provided it is less than ± 5 degrees, as the sorting equipment is still able to read slightly skewed barcodes without causing any processing issues.

There are two types of skew:

Code skew – where the barcode is skewed in relation to the bottom edge of the article.



Bar Skew – where individual bars are skewed in relation to the centre line of the barcode.



If a barcode is skewed both ways (code and bar), the combined skew must be less than 5 degrees.

6.2.4 Reflectance

"Reflectance" is the degree to which light reflects from a surface. Barcode reader devices are sensitive to the reflectance of the following:

- the printed barcode
- the space around the barcode
- the window material through which barcodes are scanned.

Spectral range

Barcode reader devices operate within the spectral range of 400 to 650 nanometers. Within this range, the following measurements must be met:

- maximum bar reflectance (Rb) is 25 per cent
- minimum space reflectance (Rs) is 50 per cent

The reflectance difference (MRD) must be greater than 50 per cent, where MRD is defined as follows:

$MRD = Rs - Rb > 50 \text{ per cent}$

The Print Contrast Signal (PCS) must be greater than 0.75 where PCS is defined as follows:

$$PCS = \frac{Rs - Rb}{Rs} > 0.75$$

Opacity of the substrate

The material on which the barcode is printed (the "substrate") must be opaque, to prevent unwanted information showing through and obscuring the barcode. This requirement is met if the MRD is at least 50 per cent when the material is backed with a black surface having a reflectance below 5 per cent.

6.2.5 Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information relating to the Barcode Quality Program is available on the Australia Post website at **auspost.com.au/bqp**.

7. PreSort Letters service Terms and Conditions

1 Introduction

1.1 These special service terms and conditions are supplementary to the *Australia Post Terms and Conditions*[1] and to the extent that any aspect of this special service is not expressly included herein, the *Australia Post Terms and Conditions* apply.

1.2 These special service terms and conditions apply when:

1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;

1.2.2 Australia Post accepts that application; and

1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the *Australia Post Terms and Conditions* provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.

2.2 In these terms and conditions unless the contrary intention appears:

2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;

2.2.2 words importing a gender include any other gender; and

2.2.3 words in the singular number include the plural and words in the plural number include the singular.

2.3 "**Agreement**" means an agreement between Australia Post and a customer pursuant to clause 1.2.

2.4 "**Customer**" means a person who from time to time is approved by Australia Post as a customer of the service and any permitted transferee in respect thereof;

2.5 "**Insolvency Event**" means for any corporation, the liquidation, administration, official management, compromise, arrangement, amalgamation, reconstruction, winding up or dissolution or analogous occurrence of that corporation, and for a natural person means an assignment for the benefit of creditors, an arrangement or composition with creditors, bankruptcy, incapacity to deal with one's affairs, gaoling, death or analogous occurrence;

2.6 "**Letters**" means large and small letters as defined in the *PreSort Service Guide* 8833700;

2.7 "**Mailing Conditions**" means the conditions set out in the *PreSort Service Guide* 8833700 or equivalent publication published by Australia Post from time to time;

2.8 "**Service**" means the PreSort Letter Service which is a special service available to customers who lodge 300 or more letters in accordance with the mailing conditions and providing the customer with reduced postage rates.

1 The Australia Post Terms and Conditions are available for perusal at Post Offices and on Australia Post's website at **auspost.com.au/terms**.

3 Rates and Charges

3.1 The customer shall pay to Australia Post the postal charges for the provision of the service as determined by Australia Post.

3.2 The charges referred to in clause 3.1 shall be payable in cash at the time of lodgment of the letters or, where the customer has entered into an agreement with Australia Post for a charge account, charged to that charge account.

3.3 Notwithstanding any termination of this agreement, a person shall remain liable to pay to Australia Post any charges, fees or postage due for articles carried pursuant to these terms and conditions.

4 Customers Warranty

4.1 The customer warrants and agrees that:

4.1.1 it has obtained the approval of Australia Post to use the service at the approved lodgment point/s; and

4.1.2 all letters comply with the requirements set out in the Mailing Conditions current as at the date of lodgment of such letters.

4.2 The customer shall indemnify Australia Post against any loss or damage arising from a breach of any of the warranties in clause 4.1.

5 Discretionary Carriage and Lodgment

5.1 Australia Post may, in its sole and absolute discretion:

5.1.1 refuse to carry; or

5.1.2 charge the customer postage at ordinary post rates in respect of letters lodged contrary to clause 4.1.

5.2 Australia Post may, in its sole and absolute discretion, direct a customer to lodge letters at any Australia Post lodgment facility.

6 No Other Service

6.1 The service cannot be used in conjunction with any other Australia Post services except as otherwise provided under a separate written agreement between a customer and Australia Post.

7 Assignment

7.1 This agreement shall not be transferred without the prior written consent of Australia Post. Any purported transfer without such consent shall be void and of no effect.

7.2 Where the customer, being a partnership, is reconstituted by the retirement or addition of partners, the reconstituted partnership is deemed to be the customer.

8 Limitation of Liability Release and Indemnity

8.1 Subject to clause 8.2 and the Australia Post Terms and Conditions, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this agreement.

8.2 To the maximum extent permitted by law (including the Competition and Consumer Act 2010 (Cth)), we expressly disclaim all guarantees, conditions and warranties, express or implied, in respect of our supply of any Services. If any guarantee, condition or warranty is implied into this agreement pursuant to any legislation (including without limitation the Competition and Consumer Act 2010 (Cth)) and the legislation avoids or prohibits provisions in a contract excluding or modifying the application of, exercise of, or liability under such guarantee, condition or warranty, the guarantee, condition or warranty shall be deemed to be included in this agreement, provided that, where it is fair and reasonable to do so, our liability for breach of the guarantee, condition or warranty shall, if the legislation permits, be limited (at our option) to any one or more of the following:

(a) in the case of goods, to:
  (i) replacing the goods; or
  (ii) supplying equivalent goods; or
  (iii) repairing the goods; or
  (iv) paying the cost of replacing the goods or acquiring equivalent goods, or paying the cost of having the goods repaired; and

(b) in the case of services, to:
  (i) re-supplying the service; or
  (ii) paying the cost of re-supplying the service,

in respect of which the breach occurred, and otherwise shall be limited to the maximum extent permitted by law.

8.3 The customer shall liaise and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

9 Force Majeure

9.1 Australia Post shall not be in default under the terms of this agreement nor liable for failure to observe or perform in accordance with any provision of this agreement for any reason or cause which could not with reasonable diligence be controlled or prevented by it, including without limitation, war, insurrection, riot, civil commotion, strikes, lock-outs, labour or industrial disputes, acts of God, acts of Governments or flood, storm, tempest, power shortages or power failure, inability to obtain sufficient labour, raw materials, fuel or utilities. During the period of an incident or incidents of "Force Majeure" this agreement shall be suspended and delivery will recommence after the incident or incidents of "Force Majeure" end.

10 Merger

10.1 All the rights, immunities and limitations of liability in this Agreement shall continue to have their full force and effect in all circumstances notwithstanding any breach of contract or of any conditions hereof by Australia Post.

11 Termination

11.1 Australia Post may, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service, effective immediately, on written notice to the customer where:

11.1.1 the customer breaches or otherwise acts in a manner contrary to the Act, Regulations, Australia Post Terms and Conditions, Mailing Conditions or other written instructions published by Australia Post;

11.1.2 the customer fails, refuses, neglects or otherwise omits to properly discharge and perform any of its obligations under this agreement;

11.1.3 the customer fails, refuses, neglects or otherwise omits to remedy any breach of this agreement as and when required to do so by Australia Post; or

11.1.4 an insolvency event occurs in relation to the customer.

11.2 Australia Post may, without cause, in its sole and absolute discretion, terminate this agreement and/or any approval granted to a customer to use the service on fourteen days written notice to the customer.

12 Variation

12.1 These terms and conditions may be varied or added to from time to time by Australia Post by notice in writing to the customer.

13 Notice

13.1 Any notice required to be served by or under these terms and conditions shall be sufficiently given to the customer if left at or sent by post addressed to the customer at its last known or usual place of address and to Australia Post if sent by post to the appropriate State Administration at its current address.

14 Conditions of Carriage

14.1 This agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect of the carriage of any postal article. The *Australian Postal Corporation Act 1989*, the Regulations and the *Australia Post Terms and Conditions* and other written instructions published by Australia Post from time to time shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with this agreement.

15 Law

15.1 This agreement is governed by, and shall be construed in accordance with the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

16 Whole agreement

16.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation the special service and any representation or warranty made by either party prior to entering into this Agreement shall have no force or effect unless otherwise stated herein.

Notes

Notes

For more information

Please contact your Australia Post representative or email us for more information about PreSort Letters and details about special conditions.

mailpresentation@auspost.com.au

auspost.com.au

8833700 Jan 2022

ABN 28 864 970 579